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# Professional Summary

Experienced Senior Client Analyst with a strong background in education, client service, and the travel and banking sectors. Skilled in managing client portfolios, analyzing needs, and providing strategic support. Passionate about delivering excellence and continuous improvement.

# Key Skills

- Client Analysis & Portfolio Management  
- Customer Relationship Management  
- Problem Solving & Analytical Thinking  
- Sales & Client Retention  
- Verbal & Written Communication  
- Microsoft Excel (Advanced) | ICDL  
- CRM Systems | Amadeus | Internet Marketing  
- Leadership & Team Collaboration

# Work Experience

* 🏦 Senior Client Analyst – Bank of Sharjah (Dec 2024 – Present)

• Analyze client needs and portfolios to enhance service quality.  
• Collaborate with internal teams to deliver tailored financial solutions.

* 🌐 Senior Customer Relationship Executive – Omeir Travel Agency (2019 – 2024)

• Managed and grew corporate accounts through client engagement.  
• Led contract negotiation and tenders.  
• Delivered high-quality service tailored to client needs.  
• Promoted after achieving consistent performance.

* 🛍 Sales Executive – Chalhoub Group (3 months in 2019)

• Assisted luxury clients, maintained brand image, and supported sales targets.

* 👩‍🏫 Kindergarten Teacher – Various Schools (2017 – 2019)

• Taught KG1 and KG2 in English, Math, and Science.  
• Delivered differentiated instruction for students with various needs.

# Education

🎓 Bachelor in Education – Emirates College for Advanced Education, Abu Dhabi | GPA: 2.72

📘 High School (Literary Stream) – Score: 86.4%

📚 IELTS: Academic 6.0 | ICDL: 5.0

# Certifications & Training

- Customer Service Training – Spearhead Institute  
- Excel Advanced – Nadia Training Institute  
- Internet Marketing – Google Skills Program  
- Entrepreneurship – Ethraa Consultation  
- Start Induction Program – Chalhoub Group  
- Dubai College of Tourism – MUDYAF program  
- Disaster & Emergency Response Training – SANID  
- Multiple Appreciation Certificates from ECAE Events

# Languages

Arabic – Native

English – Fluent