



Taher Hassan

Address: Ljubljana, Slovenia

Email address: taher.elwan@hotmail.com **Phone number:** (+386) 70272473

LinkedIn: <https://www.linkedin.com/in/taherhassan>

Gender: Male **Date of birth:** 02/03/1985 **Nationality:** Egyptian

ABOUT ME

I am a highly motivated individual with more than several years of experience in the Banking industry. I have been promoted and relocated into various positions based on my performance and achievements. As a banker, I worked in different branches in UAE. My ambition is to work in a professional working environment that provides me job satisfaction while achieving organizational as well as personal goals

WORK EXPERIENCE

[01/06/2021 – Current] **Business Development Manager**

Living Holistically D.O.O

City: Ljubljana

Country: Slovenia

Main activities and responsibilities:

- Developing marketing and promotional plans and strategies in compliance with the company's regulations and ethical practices .
- Developed marketing strategies based on research and available market data and implemented it to generate revenue for the company.
- Pitched ideas on how to improve performance and efficiency.
- Answered calls, responded to emails, and spoke with clients face-to-face.
- Setting goals and developing plans for business and revenue growth.
- Pursuing leads and moving them through the sales cycle .
- Researching prospective accounts in target markets.

Abu Dhabi Commercial Bank

City: Abu Dhabi

Country: United Arab Emirates

Main activities and responsibilities:

- To service and manage up to 500 Privilege customers.
- Prospect new clients and bring in New to Bank customers
- To focus on portfolio enhancement, cross sell & up sell of multiple products, as well as focus on acquisition of new to bank privilege customers, and contribute to the bottom line profitability of the bank.
- Planning, organizing, and coordinating daily sales and other operations processes.
- Introduce the customers to the banks Wealth management offering/ products & services
- To service customer enquiries and deliver excellent service through communication & team work
- Led, managed and coached various teams within the bank to achieve business goals and exceed sales targets .
- Generating revenues/achieving sales units as stated in the annual objectives through the sales of consumer banking products and services.
- Developed businesses through outside and inside sales calls, telemarketing, and direct marketing .
- Proactively participated in meetings and helped create new practices.
- Maximize his/her portfolio profitability and increase the delta AUMs.
- Trained, coached, and supervised new staff members.
- Establish and maintain strong professional relationships/connections by gaining customers trust (internal as well as external)
- Ensure that all auditable process and procedures are followed and audit responses are addressed and responded to immediately-

[01/02/2010 – 02/01/2014] **Contact center supervisor**

Abu Dhabi Commercial Bank

City: Abu Dhabi

Country: United Arab Emirates

Main activities and responsibilities:

- Leveraged sales expertise to promote products and capitalized on upsell opportunities.
- Reached out to customers after completed sales to suggest additional service or product purchases and inquire about needs or concerns.
- Achieved high satisfaction rating through proactive one-call resolutions of customer issues.
- Reduced downtime to support quality control, boost revenue and complete projects on time and under budget.
- Educated customers on company systems, form completion and access to services

**EDUCATION AND
TRAINING**

[01/08/2003 – 01/10/2007] **Bachelor of Laws**

Zagazig University

Address: Zagazig University , Cairo, Egypt

LANGUAGE SKILLS

Mother tongue(s): Arabic

Other language(s):

English

LISTENING C1 READING C1 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

DIGITAL SKILLS

Web Development

End-to-End testing - Cypress | GIT & Github | HTML5/CSS, Javascript | Git (Beginner)
| Wordpress, SEO, Analytics

Banking

Outlook | Customer Services | Siebel Customer Relationship Management (CRM) | money, banking and finance | Customer Relationship | Internet user | Flexcube | Microsoft Excel

Software Testing

Tricentis Tosca - basics

Business Development

problem-solving skills | Analytical skills | business development | Technical skills | Marketing and Communications | communication skills. | Organizational skills

DRIVING LICENCE

Motorbikes: A

Cars: B