



Chourouk Ghodbani

Helpdesk Operations Officer

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Dubai, UAE

A high achieving and result-oriented banking and finance professional with 9+ years of experience in managing business processes and optimizing banking operations in competitive and high-pressure environments with P/L responsibility. Experienced to develop and build excellent relationships with customers by resolving concerns/complaints. skilled in troubleshooting and implementing client-oriented solutions while providing exceptional customer service. Experienced in supervision, training, coaching, hiring & Strong communication with an impressive track record of steering teams through complex business cycles and target-driven environments.

WORK EXPERIENCE

Helpdesk Operations Officer Dubai Islamic Bank

01/2018 - Present

Dubai, UAE

Achievements/Tasks

- Worked with upper management to develop plans and budgets.
- Ensured all customer problems are reported to relevant department.
- Helped establish new processes and procedures on responding to various security incidents, significantly increasing response time and improving overall customer service.
- Listen to team members' feedback and resolve any issues or conflicts.
- Interviewed, hired, and trained all new Help Desk employees.

After Sales Operations Officer Dubai Islamic Bank

12/2014 - 01/2018

Dubai, UAE

Achievements/Tasks

- Checked all requests for all products (Morabaha Goods, Morabaha Auto free mortgage, Morabaha Auto, services IJARAH, SALAM & SUKUK Personal Finance, Small and Medium Enterprises Business (SME).
- Followed and checked all after-sale services (Early settlement, Deferment, Block/unblock, Add/Remove Guarantor, Change settlement account, change customer CHQ, Deal & Morabaha cancelation, Change vendor/items, Issue apology letter, Retrieve PDC from PDC unit, issuing/Deposit MCs, Reschedule of installments, Settlements of multi installments.
- Followed up on issues highlighted in audit reports.
- Prepared and delivered reports and complete additional tasks requested by the direct manager.
- Ensured all inquiries, cases, after sale services and amendments are resolved in partnership with cross functional departments.

Executive secretary Al Gazal Businessmen Service Company

11/2013 - 11/2014

Dubai, UAE

Achievements/Tasks

- Reviewed of the Economic Department and booking appointments.
- Responsible for maintaining media contacts and mailing lists.
- Prepared meeting notices and performed reminder calls.
- Maintained files for the Executive Director and drafts letters and answered correspondence for Executive Director as directed.
- Designed and layout advertisements and publications.

Trainee Credit Popular of Algeria Bank (CPA)

07/2012 - 08/2012

Annaba, Algeria

SOFT SKILLS

Leadership & Supervision

Negotiation

Verbal and Non-verbal Communication

Interpersonal

Coaching & Training

Problem- Solving

Team Building

Collaboration & Troubleshooting

Coordination & Management

Decision Making

HARD SKILLS

Bank Management

Staff Productivity

Operational Policies & Bank Regulations

Customer Acquisition & Retention

Staff Development/Management

Client Relationship Management

Operations Administration

Process Implementation

Risk Control/Auditing

TECHNICAL SKILLS

MS Office

Word, Excel & PowerPoint

Banking and Finance Packages

Spreadsheets, System Analysis & Data Tracking

Graphic Designing

Photoshop Adobe & Corel Draw

LANGUAGES

English



Arabic



French



REFERENCES

Reference will be furnished upon request

EDUCATION

-  **Bachelor Banks & Finance**
Financial & Management Sciences University
2013 *Badji Mokhtar - Algeria*

CERTIFICATES

- Leadership Preparing, Training and Developing
Six Sigma Global
- New Comers Orientation Program (01/2015)
- English for Bankers (10/2015)
- Time and Priority Management (05/2016)
- Sharia Foundation (02/2017)
- Information Security Awareness Course (08/2017)
- Retail Banking (10/2017)
- Application of Ms Excel Advanced (04/2018)
- Professional Writing Skills (09/2019)
- Trade Finance Elearning (09/2019)
- General Business Communication (09/2019)
- Managing Stress At Workplace (09/2020)
- Intuition Online Learning (03/2021)
- Compliance KYC/AML (08/2021)