



# MOHAMED FERAS DAKAK

Senior Sales & Service Officer

## PROFILE

with more than 15 years of practical work and experience in operation officer, Self-starter, skilled learner and effective communicator, with ability to keep secret the company affairs with having moral characteristics like sincerity and honesty to work and my superiors. Adaptive, determined, self-motivated by nature, who is willing to contribute to a highly professional work environment.

## CONTACT

PHONE:  
971 50 3302558

EMAIL:  
Feras510@hotmail.com

Nationality:  
Syrian

## COMPUTER SKILLS

Software Packages: MS. Office (Word, Excel, Power Point, Outlook) & Internet applications.

Operating Systems: Windows 2000, MS Office. Finnone Flexbranch Flexcupe Banking.

## EDUCATION

### **Damascus University - 2004**

Bachelor Degree – Accounting

## AWARDS CERTIFICATES

HONOR CERTIFICATE) - Service Excellence Award, 03/06/2018 (DIB).  
HONOR CERTIFICATE) - Service Excellence Award, 12/09/2016 (DIB).  
HONOR CERTIFICATE) - Service Excellence Award, 30/04/2010 (DIB).

## WORK EXPERIENCE

### **ABU DHABI ISLAMIC BANK - Personal Finance Executive**

From 01/01/2021 – Till Date

- Achieve monthly sales targets in the financial year.
- Prospect in targeted segments that require meeting standards in phone calls, and face-to-face visits
- Present and sell all personal banking products and services to potential customers.
- Explore new markets and customers within the assigned territory to enhance sales volumes.

### **ADSCC - Admin. Manager**

From 01/09/2020 – To 31/12/2020

- Managing Al Nahyan Camp Area for PCR Test.
- Responsible for all the staff working at the tent

## LANGUAGE

- ARABIC - Mother Tongue
- ENGLISH - Professional

## COURSES & QUALIFICATIONS

- Fundamentals of Islamic Banking
- Principles of Islamic Finance
- Principles of Islamic Finance
- English Language
- Customer Service Excellence
- Computer Applications
- Product Knowledge
- Health and Fire Safety
- Banking Business
- Compliance Foundation Course

## DUBAI ISLAIC BANK - Senior Sales & Service Officer

From 01/06/2007 – To 01/03/2020

- Opening new customers Bank Accounts i.e. "Current, Saving, FD. And Minors Account... etc.
- Opening new commercial bank Accounts i.e. "Companies, Establishments, and Heirs...etc.
- Offering all the services for customers i.e. ATM Card, Visa Card, Cheque Book, SMS Service and Internet Service.... etc.
- Updating customers' information in the bank system.
- ATM & Cheque book custodian.
- Daily reconciliation for ATM and cheque Book.
- Checking and auditing the daily journal.
- Issuing certificates for customer i.e. No Liabilities Certificate, Liability Certificate after making necessary checking and all other correspondences.
- Closing and activating dormant accounts.
- Salary in advance- Change signature.
- Handling customer issues and complaints in an efficient and friendly manner.
- Ensuring that all security items (debit & credit cards, pin's, and cheque books) are recorded in register, maintained, balanced, destroyed and delivered.
- Handling foreign exchange section drafts, Swift. Internal and external standing orders (inside or outside UAE as well as AED or foreign currencies

## INTERNATIONAL BANK FOR TRADE & FINANCE – Head Teller

From 01/09/2020 – To 31/12/2020

- Opening daily custody and distributed to employees.
- Responsible for a cash drawer and all of the functions that pertain to it. have to balance cash drawers and do cash audits
- Monitoring employees' daily transactions.
- Approved transaction which is more than authorized limit.
- Coordinate with Central Bank to provide us with branch required limit.