

**Dear Madam/Sir:**

**Enclosed is my resume containing a brief description of my experience, skills, employment history and educational background.**

**I would like first to take the opportunity to thank you for your time to read my request for employment. If you would kindly allow me a moment to tell you a little bit about me.**

**I have obtained a Bachelor of commerce, majoring in Computer Application. I have excellent communication skills in both English and Arabic which enables me to facilitate the flow of communication in the most efficient way, besides I have 6 Years experience in UAE market as customer service, sales and marketing experience, excellent client relationship manager and wide knowledge of UAE companies and government departments.**

**I also have the ability to provide excellent Administrative support to an organization in addition of maintaining professional standards and confidentiality of information at all times. Other than that I can describe myself as motivated and dedicated to my work to achieve the highest level of proficiency.**

**I will be anticipating your kind consideration for an interview to discuss how my education, experience will be helpful to you.**

**Thanks & Regards,**

**Amr Hussein**

# Amr Hussein Mohamed

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**E-mail:** amr\_hussein01@hotmail.com



## OBJECTIVES:

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Looking for a suitable position in professional organization that offers an opportunity to utilize my skills, abilities and eventually provide professional and personality advancement.

## PROFISSIONAL EXPERIENCE:

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### **First Abu Dhabi Bank-FAB Islamic**

**Designation:** Customer service officer “Branch Distribution” From Nov 2021 up to date  
*job description:*

- \* Providing proactive customer outreach.
- \* Processing orders and transactions based on customer needs.
- \* Developing and documenting knowledge into helpful content.
- \* Answer and Escalate Customer Questions.
- \* Cross selling process and preview product features.

### **Dubai Islamic Bank (DIB)**

Designation: Sales & Service Representative- Relationship Manager (Mumyyaz Banking).

Dates: Apr 2015 – till Oct 2021

Job description:

- Assist banking customers with account management and other financial services
- Customer service in professional and knowledgeable manner.
- Process transactions efficiently and accurately within TAT.
- Maintain a wide knowledge of the bank’s common products and services.
- Take ownership of client complaints/issues, initiating action, resolving problems and keep the clients informed during the process.
- Managing HNW customers portfolio providing all necessary services & selling bank products

**Abu Dhabi Islamic Bank (ADIB).**

Designation: Islamic Sales Executive.

Department: Credit Card.

Dates: June 2012 – Apr 2015.

**Job Description:**

- Marketing and selling credit cards.
- Reporting weekly & monthly achievement vs. target to the team leader.
- Organizing sales visits.
- Follow up approval, pending and disbursement cases.
- Resolve customer's issues and complaints.
- build a trustful long-term relationship.
- Handling all inquiries.

**PERSONAL INFORMATION:**

**Date of birth** : November 25, 1988  
**Nationality** : Egyptian.  
**Marital status** : Married.  
**Visa** : Residence / Transferable.  
**Languages Known** : Arabic & English.  
**Driving license** : Valid UAE Driving License.

**EDUCATION & QUALIFICATIONS:**

- **Bachelor of Commerce** ,Accounting section  
Mansoura University, Egypt 2010. Degree Good

**TRAINING COURSES:**

- **English Conversational Course at British Council UAE / AUH during Jan 2016**
- **Dubai Islamic bank Courses during 2015-2016 (Negotiation skills, service quality, Essential banker, Personal and Auto finance, Credit cards).**
- **Retail Banking Sales Fundamental ( Since May 2016 DIB)**
- **International Computer Driving License. (ICDL) from 15/8/2008 to 27/9/2008.(Egy)**
- **Accounts diploma from 4/4/2009 to 15/6/2009.**

**COMPUTER SKILLS**

- **Microsoft Office: (Word, Excel, PowerPoint).**

- Finn one Systems CAS and Flex cube (Banking).
- Software packages: - Phoenix (Banking) (power card).
- Credit Approval for Retail Consumer CAPRC (Banking).
- Customers Consolidated Position CCP (Banking).
- Bo / Crystal Reports (Banking) / T24 and cm connect systems.

### References &Certificates:

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- **Available upon request.**