






Ismail Farhan


Experienced Sales and Services Officer with a demonstrated history of working in the banking industry. Skills in Team Management, customer services, Analytical Skills, credit Analysis, communication and product Knowledge. Strong Sales Professional with a Bachelor of Finance and banking, from Al Albayt University– Jordan.


PERSONAL

 **Name**
Ismail Farhan


 **Address**
Abu Dhabi, United Arab Emirates


 **Phone number**
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 **Email**
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 **Date of birth**
21-02-1986

 **Gender**
Male

 **Nationality**
Jordan

 **Marital status**
Married

 **LinkedIn**
Ismail Farhan



WORK EXPERIENCE

April 2014- Present

Sales and Service Officer

Sharjah Islamic Bank, Abu Dhabi - United Arab Emirates

1. To provide bank customer's financial services which exceed the customer's expectations by delivering competent, timely and problem free services.
2. Handle all walk-in customers at the branch by either directing them to appropriate counter or by resolving their inquiries.
3. Providing quality and efficient services to clients especially under pressure.
4. Selling and cross sell bank products through proactive approaches.
5. Provide basic information on all products/services.
6. Responds to opportunity arising for cross selling.
7. Concludes direct sales calls to potential customers.
8. Maintains ongoing dialogue with customers to ensure that they are aware of all our bank's products /services relevant to their situation.

Oct 2010 – July 2013

Customer Service Officer

Invest Bank, Amman/Jordan

April 2009- Sept 2010

Accountant

Sama Exchange, Amman/Jordan



EDUCATION AND QUALIFICATIONS

Sep 2004 - August 2008

Bachelor of Finance and Banking

Al Al Bayt University, Jordan