**Safa Mohammed Yousuf**

**Mobile:**-**00971526933133**

**E-mail: safayousuf13@gmail.com**

**Objectives**:

To deliver focused service to customers in order to help them achieve their financial goals with Ease.

**Work Experiences**

**Abu Dhabi Islamic Bank – May 2017 – Jan 2019**

**Relationship Manager**

**Emirates Islamic Bank - March 2013 till October 2016**

**Personal Banking Advisor**

**\* Reporting line** – **Branch manager**

* + - * + **Customer Service:**

Provide product and service information, advice and relevant prod-ucts and services to customers to increase their awareness and promote their usage.

* + - * + **Sales objectives:**

Create and exploit opportunities to promote and sell a portfolio of products and services that meets the needs of existing and prospective customers to achieve the assigned sales objectives / standards.

* + - * + **Customer Referrals:**

Make appropriate customer referrals to other units to facilitate re-tension and continues relationship.

* + - * + **Customer Problem Resolution:**

Address customer problems and complaints to achieve satisfactory resolutions, referring issues beyond the role limit to appropriate points of reference.

* + - * + **Approvals/Recommendations:**

Approve or recommend to set levels, customer applications for products /services to meet their needs.

* + - * + **Compliance and Control:**

Apply and comply with, relevant processes, procedures and con-trols to meet the unit’s needs while providing efficient service to customers.

* + - * + **Security:**

Maintain strict control of confidential documents /secured nego-tiable items to prevent loss or misuse.

**Al Hilal Bank - October 2008 till November 2012**

**Sales & Services Officer**

**\* Reporting line - Sales Manager**.

* Processing Personal Finance, Home Finance and credit card applications.
* Meeting customers and following up their applications by liaising with the sales coor-dinator/ credit department.
* Maximize sales by consistently promoting a culture of customer service excellence Preparing and submitting Daily/ Weekly reports for Sales Manager review.
* Implementation and Adherence of company’s policies and Strategies while attending new customers.
* Maintaining relationships with existing customers.
* Visiting potential customers to offer products and gain new business;
* Contacting clients by phone to negotiate terms of an agreement and conclude sales; o Meeting monthly and quarterly targets as per the bank pre-set standards.
* Cross selling products.
* Maintaining a good rapport between other banks and al hilal bank for mutual benefits.

**Dubai Islamic Bank - April 2007 to August 2008**

**Senior Retention Officer**

**\*Reporting line – Retention Manager**

O Retaining customer from exiting by identifying the reason for attrition.

O Provide excellent service by recognizing customer needs and values.

O Providing customers with more information about the bank’s services and convince them

☒ **RELEVANT TRAINING&CERTIFICATES:**

* ➢ Certificate of **Inter Personal Skills on** May 2007
* ➢ Certificate of **Product Knowledge Strategy on** May 2007
* ➢ Certificate of **Anti Money Laundry on** Nov 2007
* ➢ Certificate of **Islamic Banking on** Nov 2007
* ➢ Certificate of **Strategic Selling Technique on** Dec 2007
* ➢ Certificate of **Communication Skills On** Marsh 2008
* ➢ Certificate of **Time Management On** Marsh
* ➢ Certificate of **Problem Solving On** April 28, 2008

**In Kingdom of Saudi Arabia (KSA)**

**Women’s Computer and Language Centre** - **May 2006**

**Computer Science Teacher**

O Teaching Microsoft office applications “Word, Excel, Access, and PowerPoint

O Teaching different Hardware applications.

O Training students on internet access and usage.

O Plus network application as well.

**Education**

O B.SC in Computer Science from Alson College June 2003. Cairo, Egypt

**Technical Courses**

O Installing, Configuring, and Administering Microsoft Windows 2000 and Windows XP.

O Microsoft Office

O ICDL JAN 2007

**Technical Skills**

O Operating systems: Dos – Windows 2000 – Windows XP - Windows 2003

O Office program: word- Excel- PowerPoint

O Database program: access

O Internet: good user of internet and web pages

**Skills**

O Excellent in oral and written communication skills.

O Administrative Skills.

O Business correspondences

**Languages**

|  |  |  |
| --- | --- | --- |
| o | **Arabic** | **Mother Tongue** |
| o | **English** | **Fluent.** |

**Personal Characteristics**

O Team player

O Flexible to adapt any working culture

O Fast and keen learner

O Keen on languages and literature

O Ability to handle work Pressure

**Personal Information**

|  |  |  |  |
| --- | --- | --- | --- |
| ▪ | **Date of Birth** | **:** | **07/08/1980** |
| ▪ | **Nationality** | **:** | **Egyptian** |
| ▪ | **Marital status** | **:** | **Married** |
| ▪ | **UAE license** | **:** | **Valid till 2024** |
| ▪ | **Visa Status** |  | **Husband’s Visa** |