



RAMY AMER

BANKER SALES REPRESENTATIVE

Objective

To obtain a challenging and rewarding position in the banking or retail sector where I can utilize my skills and experience in customer service, sales, and management.

Profile

I am a professional with more than nine years of experience in the banking and retail sector. I have worked in various roles such as cashier, salesperson, supervisor, and sales representative. I have a proven track record of achieving sales targets, providing excellent customer service, and managing teams. I have also acquired skills and knowledge in different loan products, credit cards, and financing services. I am proficient in computer skills, design programs, email, office programs, websites development by AI and internet. I can also type fast in Arabic at 40 words per minute. I am looking for a challenging and rewarding position where I can utilize my skills and experience to contribute to the success of the organization.

Education History

2003 - 2004 SECONDRY SCHOOL FROM EGYPT

Skills

- Direct sales and sales management
- Interpersonal and customer service skills
- Analytical and problem solving skills
- Multitasking
- Ability to answer a high volume of calls and/or emails daily
- Ability to find the positive in any situation

Contact

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Work Experience

MODERN HOMES REAL
ESTATE DEVELOPMENT
AND INVESTMENT

Sep 2023 - till now

Finance and follow-up specialist

- I worked with them in the Durrat Al-Madina project of the Ministry of Housing.
- I created reservation schedules, followed them up, and linked them with banks to implement real estate financing requests for housing support beneficiaries follow them up to the final approval stage.
- Issuing contracts between the beneficiaries and the company and creating schedules for every contract that is implemented.
- I was able, through my skills and experience, to create a model for the electronic contract by adding Units and beneficiaries data in each of the contracts and schedules that I created.
- I collected data on all customer cancellations from the official Sakani platform to try to implement previously incomplete agreements
- Sent more than 300 messages daily via WhatsApp to different customers with offers and product information.
- With this, I was able to save time and implement 100% more sales than the previous year's sales in just 5 months.

EMIRATES NBD BANK

Jun 2021 - Jun 2023

Sales Representative

- Visited offices, government agencies, health centers, hospitals, and private companies to promote financing products and credit cards.
- Built relationships with customers and communicated with them regularly to update them on the latest offers and products.
- Filled out customer applications and submitted them to the credit department after verifying their eligibility according to the bank's policy.
- Followed up on the applications to ensure customer satisfaction and approval.
- Contacted customers by phone to offer new products and services and explain their features and benefits.
- Sent more than 300 messages daily via WhatsApp to different customers with offers and product information.
- Completed customer requests and documents via WhatsApp and delivered them to the branch for final approval.

LANDMARK ARABIA
(HOME CENTRE)

Mar 2017 - Jun 2021

Supervisor

- Supervised all departments and ensured the availability of products to increase sales.
- Sent requests to the warehouse for the most demanded products and received and inventoried them.
- Assigned employees to display the products and put clear prices on them.
- Monitored sales performance through daily reports from the management and the cashier system.
- Analyzed sales data to identify sales trends and opportunities for improvement.
- Conducted daily meetings and trainings with employees to help them achieve higher sales by explaining product features and benefits and cross-selling products.

HYPER PANDA

Jan 2015 - Dec 2016

Electronics Salesperson

- Welcomed customers and presented them with the latest electronic products that matched their interests.
- Explained product features and benefits and suggested additional products that complemented their purchase.
- Accompanied customers to the cashier and ensured they received their products in new and good condition.
- Thanked customers and invited them to visit again soon.
- Sent requests to the warehouse for the most requested products and received and inventoried them.
- Displayed the products in their designated places in the showroom with their prices.

HYPER PANDA

Jan 2014 - Dec 2014

Cashier

- Received cash deposits and operated the cash register machine.
- Greeted customers with a smile and a welcome message.
- Calculated the products they bought and collected payments from them.
- Balanced the cash drawer at the end of the day and handed over my deposits.

Certificates and Courses

- Certificate of passing the professional test in the basics of retail banking version 2 from the Saudi Financial Academy: This certificate demonstrates that I have the knowledge and skills to provide banking services to individual customers, such as opening accounts, issuing cards, offering loans, and managing deposits.
- Certificate of anti-money laundering from Emirates NBD Bank: This certificate shows that I have completed the training and assessment on the policies and procedures of preventing and detecting money laundering and terrorist financing activities, as well as complying with the relevant laws and regulations.
- Certificate of proficiency in training within the showroom from Landmark Arabia: This certificate proves that I have the ability and experience to train and coach other sales staff in the showroom, using effective methods and techniques to improve their performance and customer satisfaction.