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# MAED ALZARZOURI



AlMarkaziya - United Arab  
Emirates, Abu Dhabi, United  
Arab Emirates



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## PERSONAL DETAILS

Date of birth: 04/07/1992

Nationality: Syrian

Visa status: Available

Marital status: Single

## LANGUAGES

Arabic

English

Seeking a position where I can enhance my experience & knowledge, and if given the chance to work within the environment where I have no previous exposure. I am very flexible and open to new challenges and looking for a challenging job in a reputable organization where I can expand my job scope and hopefully contribute in further progress of the company.

## WORK EXPERIENCE

Abu Dhabi Islamic  
Bank

Feb 2020 - Oct 2021  
Dubai

### CUSTOMER RELATIONSHIP OFFICER - RETAIL BANKING

- Market the bank's products and services through direct and cross selling to achieve branch goals and increase customer base and revenue.
- Provide professional and high quality service that meet customers' requirements and exceeds their expectations
- Develop the relationship with customers and ensure that customers' profiles are updated (through implementing the KYC principle – Know Your Customers).
- Promote & sell bank products/services to achieve the yearly set targets.
- Carry/handle efficiently custody items & keys as per custodian matrix and relevant policies & procedures.
- Carry out any task requested by Branch Manager
- Handle customers requests/inquiries related to their accounts, products & services in a professional manner & serve all customers regardless of segment up to the level of their full satisfaction..
- Attend HR training courses nominated by line management.

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## DRIVING LICENSE

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Driving license category  
Available

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## EDUCATION

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### HIGH SCHOOL

Al-Mutanabi School / Abu  
Dhabi / 2010

Abu Dhabi Islamic  
Bank

Mar 2018 - Feb 2020  
Abu Dhabi

Abu Dhabi Islamic  
Bank

Feb 2017 - Mar 2018  
Abu Dhabi

Events and  
EXHIBITIONS

Jan 2010 - Dec 2016  
Abu Dhabi

- Ensure that bank policies and guidelines are consistently & strictly followed.

### ADIB Certificates:

Governance and Ethics.

ADIB Cyber Security Essentials.

Financial crime and Compliance Risk Awareness.

Introduction to Islamic Banking.

Certified in CSAT ( Customer satisfaction ).

### SOCIAL MEDIA MODERATOR

- improved and developed social media platforms to insure high response for the customers and to reach a high satisfaction level.
- Manages company social media channels, including Facebook, LinkedIn, Twitter, and other relevant platforms.
- Manages social media live chat .
- Collaborate with other departments to manage reputation, identify key players and coordinate actions.
- Managing a high volume of daily social media posts.
- Communicating with social media followers, including responding to queries in a timely manner.
- Performing other duties when needed

Systems familiar with :

- Meltwater.
- Occudiz.

### CALL CENTRE AGENT

- Answer calls and respond to emails
- Handle customer inquiries telephonically .
- Research required information using available resources
- Provide customers with product and service information
- Process orders, forms and applications
- Route calls to appropriate resource
- Follow up customer calls where necessary .

### EVENT ORGANIZER

Organizing and coordinating Events and Exhibition such as:

Fifa club world cup (2010).  
Formula 1 (2011-12-13).  
ADIPEC (2011-2015).  
SIAL (2015).  
BETT (2016).  
ADMAF (2013 -2016c).  
GITEX (2011-2015).

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## SKILLS

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Customer Relations



Complaint Resolution



Active Listening



improving customer experience



Communication Skills



Strong negotiation skills.



Can take over time pressure task



Ability of Leadership



Organized, productive and efficient.



Adaptive team player



Ability to take responsibility and learn new things



Honest, creative and ambitious



Microsoft Office , Excel , PowerPoint



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## COURSES

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LinkedIn Learning

Apr 2020 - Apr 2020

● CUSTOMER SERVICE LEADERSHIP.

LinkedIn Learning

Apr 2020 - Apr 2020

● MANAGING CUSTOMER FEEDBACK.

LinkedIn Learning

Apr 2020 - Apr 2021

● QUALITY STANDARDS IN CUSTOMER SERVICE.