



SALAH ALDAGHMA

Customer Service Officer

PROFILE

Well-rounded and a dedicated Banking Customer Service Officer who has consistently maintained a high customer service rating at each company. I am equipped with experience and a broad understanding of various departments. Excellent communicator, personable and empathetic. Able to proficiently deal with customers by assisting them in their request and explaining the process as it moves along, ensuring their satisfaction.

CONTACT

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LANGUAGES

Arabic: Mother Tongue
English: Very good

REFEREES

Yousef Ahmad Jafaar
(ADIB - Branch Manager)
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Mohammed Mehdar Al Aidarus
(ADIB - Customer Relationship Manager)
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CORE QUALIFICATIONS

- Exceptional customer service and communication skills.
- Thorough understanding of each department and standard operation procedures.
- Organized and thorough in all paperwork and data entry.
- Multitasking skills needed to assist multiple customers at once.
- Proficient in Excel, Power Point and Microsoft Project.
- Proficient in "CAS" and "globus" applications.
- Exemplary attendance and punctuality.
- Professional in appearance at all times.

WORK EXPERIENCE

Abu Dhabi Islamic Bank [Customer Service Officer]

2015– present

- Responsible for greeting all customers as they enter the bank as well as delivering the needed information.
- Responsible for handling the general phone and helping customers with their inquiries.
- Responsible for handling customer complaints and concerns.
- Responsible for performing reconciliation of bank cards.
- Performing any other responsibility entrusted by the branch management from time to time.
- Assisted in reducing the waiting time for customers.
- Consistently achieving "superior" performance rating by the management.
- Created positive customer interface with each interaction, which reflected positively on the bank.

First Gulf Bank [Representative staff]

2013–2015

- Examined, categorized and sorted incoming documents.
- Assisted Internal Auditors by verifying various documents and bank application.
- Handling national loan cases.
- Working in CAS and globus application.
- Printing checks.
- Analyzed incoming referrals, reports, and correspondence using computer and word processing programs.
- Fill out paperwork and other administrative duties on a daily basis.

TRAINING CERTIFICATES

Abu Dhabi Islamic Bank

- AML Compliance Awareness
- Fraud and Risk Awareness
- Introduction to Islamic Banking
- ADIB Cyber Security Essentials
- Interactive Performance Management
- Fraud and Risk Awareness

EDUCATION

Emirates Institute for Banking and Financial Studies

2010 - 2012

- Diploma in Banking