



Waleed M.M Abbas

Fujairah – UAE

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Personal

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| ▪ Nationality | Jordanian |
| ▪ Date of birth | 7 th October, 1978 |
| ▪ Place of birth | Beirut |
| ▪ Visa Status | Resident visa |
| ▪ Languages | Fluent in Arabic (Mother Tongue)
English (Second Language), both oral & written |

Objective

To seek a suitable position according to my experience and qualification with an opportunity to contribute my skills and knowledge for professional development and career enhancement, since I have excellent experience in Customer Care Services, and good background in Training and supervising, and I am capable in handling customers and to provide them the best and high quality of services.

Work History and Experiences

- Marketing Specialist (PR & Events) – Fujairah National Group 5/1/2015 to 10/6/2020
- Customer Relationship Manager – Northern Emirates.
Consumer Banking – Commercial Bank of Dubai 1/4/2013 to 17/12/2014
- Team Leader (Senior Officer) – Call Center
Consumer Banking – Commercial Bank of Dubai 1/5/2008 to 31/3/2013
- Quality Calls Consultant (Supervisor) - Call center
Consumer Banking - Commercial Bank of Dubai 1/3/2007 to 1/5/2008
- Call Center Agent- Phone Banking Services & Customers Care 3/6/2006 to 28/2/82007
Consumer Banking - Commercial Bank of Dubai
- Customer Service Officer – (Al Ruwais Insurance Broker) 6/7/2004 to 1/5/2006

Education,

- Bachelor of Business Administration / Major in Management
University of Sharjah
Sharjah, U.A.E.
- ❖ CBD with (Human Soft: Learning Solutions) & (New Horizons: Computer Learning Centers):
 - Listening Skills : The fundamentals of Listening
 - Business Etiquette : Office Protocol
 - AML & Compliance : Anti Money Laundering & Compliance
 - C.R.M : Customer Relationship Management
 - AT&T For Excellence Team Leaders.
 - Business Communication

Skills

- Experience of using computer Microsoft office outlook, word, excel.
- Customer service oriented with excellent interpersonal and managerial skills, combined with good reasoning abilities and strong analytical and technical skills.
- Fully conversant in managing issues proactively, achieving high level customer satisfaction through service and experienced in dealing with high net worth individuals.
- Capable of prioritizing, allocating tasks and duties and managing critical situations.
- Excellent adaptation, organizing skills with strong personal commitments to succeed and capable to work to challenging targets.
- Excellent Communication & Supervisory skills
- Listening skills, Problem solving & Complaints handling.
- Leading, responsible and diplomatic personality enjoys being member of working team.
- Hard worker and productive when working under pressure.
- Have ability to deal with different backgrounds and facing hard situations.
- Sales and service skills.
- Training Skills.

NB REFERENCES SUPPORTING DOCUMENTS AND WORK CERTIFICATES ARE AVAILABLE UPON REQUEST