

Ayah Awwad

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Career Objectives

Seeking a career in Banking and Human resources where I can improve my skills and increase my level of experience and knowledge through hard work and dedication while meeting the organization's needs._

Work Experience

Al Hilal Bank

Customer retention and Human resources executive

2017-Present

- Responsible for recruiting, screening, interviewing and placing staffs.
- Implementing clients' key messaging in content and media opportunities in order to retain them
- Problem solving when client issues arise
- Strengthen bank position and image
- Tactical and strategic planning

Al Hilal Bank

2016

Relationship officer-Wealth Management

- Meeting the monthly target for different banking instruments and products
- Strong relationships with different clients.
- Developed relationships with potential clients that will bring profit to the bank
- Enhancing the clients' reputations and image
- Pitching and securing financial securities to different segment area of customers.

Royal Bank of Canada

2014

Customer service- Montreal, Canada

- Work within specified performance metrics for all client's communication
- Engaging in professional trading services to clients.
- Proactively uncover opportunities to match customer's needs
- Provide the best service for all clients coming from different demographic clients.

Education

Bachelors in Commerce-Finance Major
Concordia University-Montreal, Canada

2012-2016

Certificates

CFA institute

2016

Level 2 Candidates

Additional Skills

- Performing very well under pressure
- Very good communicator
- Flexibility to perform different tasks
- Adaptive leadership
- Time management
- Team work

Languages

- Arabic: Mother Language
- English: Fluent
- French: Fluent

References available upon request