



- **DOB:** 09/09/1986.
- **Address:** Abu Dhabi, United Arab Emirates (Able to work anywhere in the UAE).
- **Nationality:** Egyptian.
- **UAE DL:** Yes.
- **Availability to join:** 10 days.
- **M:** +971 50 104 5461
- **E:** [ahmed.aglan86@gmail.com](mailto:ahmed.aglan86@gmail.com)

### Personal statement

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I am a highly motivated and creative individual who always enjoys a new challenge. I am always willing to expand my knowledge in various areas and I have the ability to learn things quickly when required to do so. I am very capable of handling tasks under a lot of pressure as well as being an excellent communicator who has the ability to work as an effective team member or independently. I am excited to immerse myself into a variety of new challenges, whatever they are.

### Employment History

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#### Customer Service Representative, Teleperformance – UAE Under DHA umbrella



- Respond promptly and professionally to incoming customer inquiries in person, by chat telephone, or by email.
- Maintain an updated knowledge of the organization's products, services, and customer service policies.
- Document customer interactions when necessary, compiling documents and forwarding information to interested parties.
- Explain simply and clearly in response to customer questions and check for customer understanding and acceptance.
- Recommend new products or services or make suggestions for improvements by identifying relevant features and benefits.
- Assist clients by demonstrating the use of goods and programs and answering any questions they may have.
- Participate in training opportunities provided by the organization or by outside entities.
- Establish and maintain good rapport with customers by using positive language and anticipating their needs.

#### Achievements & Skills:

- High monthly KPI score achievement.
- Successfully built a sustainable relationship with customers, going extra mile in all conversations.
- Correctly identified a customer's needs.
- Employed elevated listening skills to soothe customer irritations.

- ❖ - Organizational Skills. - Stress Management. - Patience. - Listening. - Compassion. - Listening. - Phone Skills. – Teamwork. – CRM Software. – Persuasion.



### Customer Relationship Officer, ADCB Group – UAE

*(October 2018 till November 2019)*

- Manage effectively the serve time spent with the customer.
- Consistently deliver unbiased, competent and problem free services to meet and exceed customer expectations & achieve total customer satisfaction.
- Ensure quality proposals to Retail Credit Departments to minimize number of declined cases.
- Complete ownership of customer complaints and ensure that they are addressed as per laid down Quality/ Service standards.
- Fully aware of back products and services to increase business volume and identify cross-sell opportunities during customer interaction to achieve cross selling targets.
- **Achieving Monthly Budget** – Achieve financial and non-financial targets in line with bank policy.
- **Operation, Framework** – Handle customer with different demographics, without any bias on nationality. Efficiently liaise / interact with internal stakeholder's bank wide (Call Centre, Operations, etc.) to provide superior service to the customer.
- **Internal Audit** – Adhere to branch process and report deviation to reach high audit ratings for the branch.
- **Problem Solving & Challenge Involved in Job** – Deal with unstructured and complex customer problems related to the bank (Not restricted to the branch). -Taking ownership of customer problems and handling it till final solutions through coordinating with other partners. - Interact with other operational and functional UNB divisions / departments to solve incidents.



### Customer Relationship Officer, ADIB – UAE

*(December 2013 till Aug 2018)*

- Handle inquiries related to deposit accounts. Opening and closing of deposit accounts, ensure proper completion of forms, observe KYC policies and CB instructions.
- Handle inquiries related to finance and covered cards, proper maintenance of customer files, prepare finance applications and obtain necessary approvals, input of data in the systems and ensure proper completion of forms.
- Sell and cross sell ADIB's products and promote ADIB's image.
- Management of subordinates, plan their training and appraisal.
- **Achieving Monthly Budget** - Provide support to branch manager to prepare the comments for budget variance on achievement of branch sale of financial product targets.
- **Internal Audit & ICD Comments** – Provide support to branch manager in preparing detailed responses to internal audit and ICD comments relating financial products and financial customer services.
- **Compliance of policies & procedures** – Comply and perform Key operational controls as required in ADIB's polices & procedures in day to day operations.

### Specialist Skills / Technical Knowledge:

- 1- Broad knowledge of Retail Banking financial products & services.
- 2- Thorough knowledge of Retail Credit & Operational Policies & procedures.

- 3- Good knowledge of UAE banking practices, regulations & risks.
- 4- Training skills.
- 5- Sales skills.
- 6- Management information skills.

### Key Skills

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#### Computer

- Proficiency in all areas of Microsoft Office, including Access, Excel, Word and PowerPoint (Windows Microsoft Office –Outlook).

#### Languages

- Arabic – Native
- English – Excellent on both reading and writing.

### Certificates

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#### CHARTERED INSTITUTE FOR SECURITIES & INVESTMENT

*(May 2019)*

Certified - International Introduction to Securities and Investment IISI.



#### UNB e-learning Academy

*(Jan 2019)*

- Certified - VAT in UAE
- Certified - Information & Cyber Security Awareness

#### CCM Consultancy – UAE.

*(June 2015)*

Certified Sales Excellence Program.



#### Arab Academy for Science & Technology – Egypt.

*(2011/2012)*

Professional Certificate in Multimedia.



### Education

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#### Tanta University – Egypt.

*(2010)*

Bachelor degree in Law.