



# Saeed Hafez ILYAS

professional officer  
at ADIB

Location: Abu Dhabi, United Arab Emirates  
Education : Bachelor's degree, شريعة وقانون  
Experience: 11 Years, 9 Months

## CONTACT

Location: Abu Dhabi, United Arab Emirates  
Name: Saeed Hafez ILYAS  
Mobile Phone: +971.507723776  
Country: Abu Dhabi, United Arab Emirates  
Email Address: [saeedhafez84@gmail.com](mailto:saeedhafez84@gmail.com)  
Website: <http://saeedhafez84@gmail.com>

LAST ACTIVITY: 2020-06-06

REF.: CV24686047

## TARGET JOB

Target Job Title: Customer Service Officer, Service Manager, Operation service manager, Customer Service Professional

Career Level: Director/Head

Target Job Location: UAE

Career Objective: تطوير الذات والارتقاء بالمنظمة للتميز وتحقيق اهدافها وزيادة ارباحها والتقليل من تكاليفها والتوجه الى استخدام القنوات البديلة.

Employment Type: Full Time Employee; Internship; Freelancer

Target Monthly Salary: AED 18,000 (≈ USD 4,900)

Notice Period: 1 month or less

## PERSONAL INFORMATION

Date of Birth 5 August 1984 (Age: 35)

Gender Male

Nationality Bangladesh

Residence Country Abu Dhabi, United Arab Emirates

Visa Status Residency Visa (Transferable)

Name in Arabic سعيد حافظ الياس

Marital Status Married

Number of Dependents 3

Driving Licence Issued From United Arab Emirates

## EXPERIENCE (11 YEARS, 9 MONTHS)

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May 2010 - Present

### professional officer

at ADIB

**Location:** Abu Dhabi, United Arab Emirates

**Company Industry:** Islamic Banking

**Job Role:** Customer Service and Call Center

Call Centre agent since 2010 till 2012, supervisor on charge till 2013, customer service officer since 2013 and customer service manager in charge, professional officer since 2019 till now.

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September 2008 - May 2010

### Customer Service Officer

at RC

**Location:** Abu Dhabi, United Arab Emirates

**Company Industry:** Public Administration

**Job Role:** Management

Volunteer coordinator

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September 2008 - August 2009

### traffic system operation manager

at Saaed

**Location:** Abu Dhabi, United Arab Emirates

**Company Industry:** Safety & Environment

**Job Role:** Safety

Saaed traffic system officer

## EDUCATION

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### Bachelor's degree, شريعة وقانون

at جامعة الأزهر

**Location:** Egypt

September 2008

**Grade:** 72 out of 100

حفظ القرآن الكريم كاملاً.

## SPECIALTIES

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### Asset Finance

Questions: 0

Answers: 0

### Professional Standards

Questions: 0

Answers: 0

### Complaints Handling

Questions: 0

Answers: 0

### Financial Analyst

Questions: 0

Answers: 0

### Customer Support

Questions: 0

Answers: 0

## SKILLS

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### accounting

Level: (Expert)

### marketing

Level: (Expert)

### team working

Level: (Expert)

### IT support

Level: (Intermediate)

## LANGUAGES

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### Arabic

Level: (Native) | Experience: More than 10 years

### English

Level: (Expert) | Experience: More than 10 years

## REFERENCES

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### Saeed ALAMERI

Job Title: cluster Manager

Company Name: ADIB

Phone Number: +971.54441843

Email Address: [saeed.alameri@adib.com](mailto:saeed.alameri@adib.com)

## MEMBERSHIPS

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### SEHA - National Screening Project / COVID-19

**Membership/Role:** Registration Team Leader

**Member since:** March 2019

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### ADSC - Abu Dhabi Sport Council

**Membership/Role:** Volunteer / Leadership

**Member since:** January 2015

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### Red Crescent

**Membership/Role:** Volunteer / Leadership

**Member since:** October 2008

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## TRAINING AND CERTIFICATIONS

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### First Aid (Training)

**Training Institute:** adib

**Date Attended:** March 2019 (6 hours)

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### Digital Transformation (Certificate)

**Issued in:** July 2019

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### Introduction to Islamic Banking (Certificate)

**Issued in:** March 2019

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## HOBBIES AND INTERESTS

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### Volunteer

Leader in most of events, Team Management, hard worker's.