

Zaher Ghanem

Business Development Executive

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Summary

- Accomplished and seasoned Finance Professional with over 6 years experience Islamic banks, Customer Service in a Call center and Sales environment.
- Pragmatic problem-solver, superior interpersonal skills, capable of resolving multiple and complex issues and motivating staff to peak performance.
- The successful leadership style that empowers team members by making them part of the decision-making process and enables both individuals and organizations to meet their unique goals.
- Highly organized, with outstanding communication skills, interacts easily with all personality types.
- Proficient in MS Word, Excel, PowerPoint and the basics bank systems among others

Work Experience

Business Development Executive

12/2019 - NOW

Beno Technologies

Identifying, qualifying, and securing business opportunities; coordinating business generation activities; developing customized targeted sales strategies.

Building business relationships with current and potential clients.

Creating informative presentations; presenting and delivering information to potential clients at client meetings, industry exhibits, trade shows, and conferences.

Digital Customer Relationship / Sales Leader

2018/01 - 9/2019

ADIB Express | Abu Dhabi Islamic Bank.

This is a new version of banking experience. to enhance the customer experience with easy sell bank product Digital Banking is the mean idea to simplify banking work.

Contact Center- Team Leader / Supervisor

2015/10 - 2018/01

ADIB | Abu Dhabi Islamic Bank.

Directed a team of 15-20 members to improve the KPI and reach the goals.

Ensure those staff members and work going well on 4 sites (AUH, JAFZA, SHJ & MUMBAI) as one team.

Responsible for preparing and delivering sales, service level and many types of reports to management.

Recruit, Train, and Coach the Sales Team.

Set Sales Targets and Motivate Sales Team

Assist Managers in Sales Strategy Development.

Keep Informed of New Products and Services.

Private Banking representative

2014/09 - 2015/10

ADIB | Abu Dhabi Islamic Bank.

Deal with Important high-class clients and care about their needs.
Issue the cards and CHQ books.
Arrange to update the data and forwarded it to the concerned department.

Call Center Agent

2013/09 - 2014/08

ADIB | Abu Dhabi Islamic Bank.

High qualified to handle the calls and highlight, escalate the issues to the managers.

Build a good network communication with the all bank department.

Solved the issue with the limits of the powers conferred.

Education

Islamic Banking Diploma

- 2013

EIBFS- Emirates institute for banking and financial studies

Islamic Banking Diploma with %90

ICDL

- 2010

Mamoun Institute

Experience skills on MS products.

Courses

Application of Ms. Excel - Advanced

EIBFS

Governance and Ethics

ADIB

ADIB Cyber Security Essentials

ADIB

AML Compliance Awareness

ADIB

Skills

Advanced Excel Course



Banking Knowledge



English language



Arabic language



Driving license



Light vehicles - 2011