

Alaa Al Deen Saleem Algergawi

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Summary

Motivated Branch Manager over 17 years of experience in retail Banking and accounting. Expert in leveraging relationship to grow and retain business to meet/exceed revenue goals. Looking to leverage my knowledge and experience by focusing on my capabilities to play an active role in the growth of the organization.

Profile

- Highly accomplished Sales Executive with extensive experience in Finance, marketing, sales and client relationship.
- Expert in Marketing Communications, Brand Management, Customer Relationship Management.

Skills Highlights

- Good proven sales record, product knowledge and training skills.
- Fast learner and creative.
- Fully proficient in managing external and internal relationship.
- Independent as well as a team player.
- Willing to learn and take on new challenges.
- Flexible and able to work under pressure.
- Excellent communication, interpersonal, negotiation skills.
- Thrive in both independent and collaborative work environments.

Experience

22nd March 2021 to Present.

Manager
MEYDAN CARTHAGE BUILDING MAINTENANCE LLC
Ajman, UAE

1st June 2020 to 31ST December 2020.

Team Manager (Retail Banking)
Abu Dhabi Commercial Bank (ADCB)
Dubai, UAE

6th September 2015 to 31ST May 2020.

Branch Manager (Retail Banking)
Prior to its merger with ADCB as ADCB Group since September 2019.

1st June. 2015 to 5th September 2015.

Customer Service Manager (Retail Banking)

15th March 2011. To 30th May 2015.

Customer Service Officer (Retail Banking)

Al Wifaq Finance Company

Sharjah, UAE

As apart of Union National Bank Group

Responsibilities

- Monitoring Customer Service Executives' team making sure the team is achieving the targets set by the management.
- Making sure that the department achieves the target of service level set by the department head.

- ▶ Ensure that all customer requests are handled as per bank's procedures and policies and instructions issued from time to time.
- ▶ Introducing new staff to and making them familiar with the customer inquiries and problems.
- ▶ Assisting junior, senior staff, when necessary, on solving complicated cases and handling aggressive customers.
- ▶ Handle customer applications requesting for Recurring Investments, Personal Finance.
- ▶ Handling customer complaints – with a high volume of inbound calls which I receive from call center.
- ▶ Negotiating with customers and discussing their issues till his/her satisfaction reached.
- ▶ Ensure to attain up-to-date products and process knowledge at all times (including that of campaigns/promotions) even of other banks.
- ▶ Marketing UNB products through field visit to prestigious corporate companies.
- ▶ Handling customers of different categories and mentalities being able to understand their needs and requirements.
- ▶ Listening to, negotiating with and providing suggestions to clients.
- ▶ Dealing and liaising with the Managers of the other departments and with customer to ensure that his/her problem has been solved to his/her satisfaction.
- ▶ Able to work under pressure and keep a smiling and a pleasant tone with customers.

24TH March. 2007 to 14TH March 2011
Relationship officer (Retail Banking)
Dubai Bank
Dubai, UAE

14TH March. 2004 to 1ST February 2007.
Relationship officer (Retail Banking)
RAK Bank
Dubai, UAE

Responsibilities

- ▶ The job is extremely sales and target orientated.
- ▶ Sound understanding in all aspects of the bank products.
- ▶ Working to develop the business relationship.
- ▶ Ensure that the Islamic finance reconciliation section is performing in accordance with the appropriate polices & procedures.
- ▶ Making recommendation according to customers' needs.
- ▶ Building new relationships with client's though winning the customers trust and opening new accounts (Current, Savings, Investments) & Wakala deposits (short and long term).
- ▶ Gathering information a bout the competitor and the feed back from the market.
- ▶ Prepare weakly and monthly sales report.
- ▶ Able to meet sales targets consistently.
- ▶ Working for long hours during the day to assist customers, to achieve the goals of the bank and customer satisfaction.
- ▶ Following up with credit department and operation to close the client's deals.
- ▶ Have owned database.
- ▶ Participate in promoting the bank services & products to the customers through cross selling to increase the bank share of sales of the product and services.
- ▶ Review on monthly basis the bank policy, and try to do the necessary changes through giving the market update to my senior management to improve bank business.
- ▶ Preparing MIS (Management Information System) and the call report on a day to day basis.
- ▶ Working under extreme pressure.
- ▶ Liaising with a team.
- ▶ Strategic planning.

Education and Training

- Degree Achieved: Bachelor degree in Computer Engineering from Ajman University.
- Major: Computer Engineering
- Graduation: January 2002

Courses:

- Principles of Islamic finance
- Basic Sharia Midad (Arabic Version)
- Anti Money Laundry
- Risk management
- Retail Products

- Customer Service
- Sales Techniques (Selling Over the Phone)
- Professional sells skills
- Negotiation Skills

Language Skills

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| ■ Arabic | Native |
| ■ English | Excellent |

Computer Skills

- Branch power.
- CRM (customer relation management)
- MS office package.
- Internet applications.

Strength

- I can work with people, deal with complaints, and solve problems in a very calm way.
- I am a friendly and helpful hardworking person and I am also eager to learn new things.

*** Note: All References are available and upon request.**