

# 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

22<sup>nd</sup> March 2021 to Present.

### Manager

**MEYDAN CARTHAGE BUILDING MAINTENANCE LLC**

Ajman, UAE

1<sup>st</sup> June 2020 to 31<sup>ST</sup> December 2020.

### Team Manager (Retail Banking)

**Abu Dhabi Commercial Bank (ADCB)**

Dubai, UAE

6<sup>th</sup> September 2015 to 31<sup>ST</sup> May 2020.

### Branch Manager (Retail Banking)

Prior to its merger with ADCB as ADCB Group since September 2019.

1<sup>st</sup> June. 2015 to 5<sup>th</sup> September 2015.

### Customer Service Manager (Retail Banking)

15<sup>th</sup> March 2011. To 30<sup>th</sup> 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.

24<sup>TH</sup> March. 2007 to 14<sup>TH</sup> March 2011  
**Relationship officer (Retail Banking)**  
**Dubai Bank**  
Dubai, UAE

14<sup>TH</sup> March. 2004 to 1<sup>ST</sup> 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 policies & 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 about the competitor and the feed back from the market.
- Prepare weekly 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***

■ 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.**