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Dubai, UAE

## SOFT SKILLS

Leadership

Teamwork

Strong Communication

Emotional Intelligence

Analytical Thinking

Team Management

Time Management

Strategic Planning

Problem-Solving

Decision-Making

Interpersonal

Work Ethic

## HARD SKILLS

Excellent Banking Services

Recruiting & Training Staff

Debt & credit Management

Account coding aptitude

Mutual funds knowledge

Budget & Cash Handling

Customer Service Focus

# Bassam Al Soleh

Self-motivated, performance-driven and multi-talented Senior Bank Officer with 17+ years of commercial banking experience in customer service, banking operations, personnel finance, retail banking products, sales & marketing and business development of both startup and established financial organisations with P&L responsibility. Highly skilled in strategic & business planning, staff motivation, coaching and managing international teams. Excellent knowledge of multiple financial software.

## WORK EXPERIENCE

### Freelancer

#### Self Employment

06/2020 - Present

Dubai, UAE

##### Achievements/Tasks

- Real Estate leasing and selling.
- Responsible for preparing Proposals, Letter of intents and confirmation of business terms.
- Worked closely with legal department and tenant coordination as necessary to complete each deal.
- Correctly executing all leasing paperwork including; lease agreement, application for rental, move-in inventory, pet agreement, lease processing checklist and any other standard company lease paperwork.

### Senior Bank Officer

#### Attijari Al Islami (Commercial Bank of Dubai)

11/2013 - 02/2020

Dubai, UAE

##### Achievements/Tasks

- Established, maintained, and deepened relationships with banking center customers to achieve branch performance goals and provide excellent customer service.
- Assisted the branch management with day-to-day activities including; approving transactions, verifying daily vouchers, clearing, issuing liability letters, opening and closing accounts, issuing TMDs, Cheques books, ATM, Phone, preparing reports, etc.
- Management of Cross-selling of personal financial products, e.g. credit cards, personal loans & car loans, according to scheduled and planned target with in a certain period of time.
- Adapted and focused on promotional activities and enhancing the customer experience 99%.
- Supported the branch manager in the selection, hiring and training of branch staff and provides staff performance evaluation feedback on monthly basis.
- Solid knowledge of all phases of operations (e.g., small business and consumer loans, new accounts, loan payments, statement handling, wires).
- Responsible for a broad range of basic to moderate activities in the branch including transaction processing, new account sales, customer servicing and referral generation.

### Personnel Banking Officer

#### Arab Bank

07/2011 - 10/2013

Ajman, UAE

##### Achievements/Tasks

- Assisted management by ensuring that high standards in service delivery were maintained.
- Developed sales strategies through retention, expansion of existing and new client relationships.
- Supports the Banks' sales objectives and campaigns by selling and cross-selling Bank products.
- Assisted clients with opening of new accounts, loans, and performed account maintenance.
- Participated actively in sales initiatives and specialized phone queues.

### Personnel Banking Officer

#### Dubai Bank

08/2008 - 06/2011

Dubai, UAE

##### Achievements/Tasks

- Consistently exceeded established deposit, loan and referral goals 99.9%.
- Successfully referred business to Mortgage, Investments and Business Banking units to assist branch in attaining goals.
- Provided accurate transaction information for client's accounts, answered loan questions for high net worth.
- Recognized for solid customer satisfaction, earning in latter two years an average team score of 6.95/7.0.
- Provided specifications & requirements for major projects including servers, databases, network, and storage.

## HARD SKILLS

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Forecasting & Planning

Safe Deposit Systems

Bank security issues

Financial Planning

## TECH. SKILLS

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### MS Office

Word, Excel, PowerPoint & Outlook

### Computing Package

Software Handling & Technical Report Writing

## AWARDS

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Best Performance for Branches. (11/2010)

Best Personnel Finance (11/2010)

Up Your Service Certificate of achievement (09/2008)

## LANGUAGES

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English and Arabic  
Full Professional Proficiency

## INTERESTES

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★ Coaching

★ Training

★ Reading

★ Traveling

## WORK EXPERIENCE

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### Bank Clerk

National Bank of Umm Al Quwain

07/2007 - 06/2008

Dubai, UAE

#### Achievements/Tasks

- ▣ Handled and Managed all retail works, loan & cashier issue.
- ▣ Served as the primary point of contact my customers, administering basic banking transactions and answering most questions.
- ▣ Accepted deposits and cashes checks, paying money to customers after validating the signatures on the check and fund availability.
- ▣ Promoted customers on the bank's products and services, such as credit cards, money market accounts ensures that the balance of money drawer is accurate.

### Call Centre Agent

National Bank of Umm Al Quwain

05/2003 - 07/2006

Dubai, UAE

### Operation and Cash Management.

National Bank of Dubai

02/2003 - 05/2003

Dubai, UAE

## EDUCATION

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### Bachelor of Business Administration (BBA)

Ajman University of Science and Technology

09/2000 - 06/2003

Ajman, UAE

## CERTIFICATES

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Visa Branch Sales Optimization Workshop and training (05/2010)

Business English (06/2009)

Selling Over the phone Training Course (04/2009)

Risk Management Course and training (01/2009)

## REFERENCES

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References will be furnished upon request