

# MOHAMED AHMED ABU-BAKR



## UAE Contact Details:

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Dubai, UAE

## Career Objective

Seeking an opportunity by filling a Relationship Officer position to help the right organization boost productivity and benefits.

## Work Experiences

Bani Sowaif university ,

Jan. 2014 - till present

**Relationship officer**

### Keys Responsibilities

- Extensive experience in customer service and sales
- Proficient in MS Office suite
- Sound knowledge of bank products and services (Consumer and Business)
- Strong time-management and organizational skills
- Effective interpersonal sales and service skills
- Excellent verbal and written communication skills, customer negotiations skills
- Outstanding ability to read financial statements, bank statements and budgets

### Key achievement

- Acquired new and expanded existing Client relationships.
- Solicited qualified referrals from existing clients.
- Achieved assigned Client acquisition goals.
- Promoted deposit growth.
- Ensured that productivity reports are prepared and submitted in a timely manner.

VODAFONE, Egypt

OCT. 2012 - till DEC 2013

### Keys Responsibilities & Achievements

- Attracts potential customers by answering product and service questions.
- Suggesting information about other products and services.
- Opens customer accounts by recording account information.
- Maintains customer records by updating account information.
- Resolves product or service problems by clarifying the customer's complaint.
- Determining the cause of the problem.
- Selecting and explaining the best solution to solve the problem.

- Expediting correction or adjustment.
- Following up to ensure resolution.

## **Education & Qualifications**

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**Pharos Higher Institute of Tourism and Hotels**

**Ministry of High Education 2011.**

## **Personal Development**

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- ICDL 2014
- Cable network Egypt 2012.
- Selling skills in axon center.
- Communication skills.

## **Work Capabilities**

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- Strong experience in collection of debt for high volume businesses
- Sound knowledge of leasing and financial processes
- Profound knowledge of Fair Debt Collection Practices Act(FDCPA)
- Exceptional ability to achieve all monthly and quarterly objectives
- Remarkable ability to maintain confidentiality of information
- Excellent oral and written communication
- Outstanding skills to schedule activities within timeframe
- Proficient with commonly used collection practices and procedures
- Familiarity with DRS policies and procedures

## **Personal Data**

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- Date of Birth: 15th APRIL. 1989
- Nationality: Egyptian
- Languages: English and Arabic

References upon request

*Mohamed Ahmed Abu-Baker*