

# ESLAM HAMDİ ISMAEL ADEL DHAHER

Business Administrative and Financial Executive – Sr. Customer Service Officer–Data Entry & Analyst



UNITED ARAB EMIRATES , AJMAN  
ALRUMAILAH 2 AREA



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## Personal Information:

Nationality: Egyptian  
Marital Status: Married  
Date Of Birth: 24.Jan.1989  
In UAE since: JUN.1989

## Languages :

1. Arabic –Native
2. (Local Accent Speaking)
3. English – Fluent

## WORK EXPERIENCE

### [Ajman Bank] - (2012 – 2020)

- **Retail Assets Operations – Data Analyst & Processor**  
(01.FEB.2019 to 10.FEB.2020)
  - Finance Booking and issuance of Clearance and Liability letters.
  - Daily end of day reports and key volume reports.
  - T24 system and CRM system handling in all processed cases and Data.
  - LPO issuance plus Data analysis and verification.
- **Accounts Fulfillment Unit - Retail and Corporate Accounts – Data Entry & Processor** (19.MAR.2018 to 31.JAN.2019)
  - Open accounts for payroll and Companies related to business Dept.
  - Updating the data for companies and individuals as per their Requests.
  - Enter the customer details for accounts opening and updating the Data in the KYC.
- **Data Clean Up Project by Central Bank - Team Leader**  
(15.SEP.2017 to 19.MAR.2018)
  - Handling the team members to complete the project requirement Before the deadline and stick to timing and target schedule.
  - Provide the required training to the intern ship agents.
  - Daily plus weekly reports and presentation for the achievements And remaining data.
  - Final check on the updated KYC application data before submitting.
- **Call Center Agent & Team Leader Assistant**  
(12.SEP.2012 to 10.SEP.2017)
  - Answer inbound calls professionally and respond to customer Inquiries.
  - Cross selling the bank new products, to achieve the sales targets.
  - Preparing agents duty schedule during the month, in addition Provide training for new joiners, and call quality listening.
  - Assisting the team leaders in tasks given by the higher management.

### **Profile :**

Highly talented, energetic and self-motivated professional seeking an opportunity to work in dynamic organization that welcomes initiative and enriches my career path, I have learned more than the functionality of Customer service field and office work as administrative, operations processor or leading a team, also many fundamental skills for my career and life through a 10 years' working experience.

### **Objective:**

- Self-Development
- Make team spirit
- Achieve success
- Continuity of education

### **Key Skills :**

- Quick Learner
- Microsoft Office
- CRM & T24 Systems
- Active listening
- Communication and negotiation skills
- Computer skills
- Leadership skills
- Problem-solving
- Time management
- Reliable, Hard worker

### **Areas of Expertise:**

- Team management
- Project Management
- Accounting Finance Department
- Consumer Support
- Marketing

## **WORK EXPERIENCE**

### **[AJ Security & Consultant Solution]**

#### • **Collection Executive & Data Entry Agent**

(DEC 2011 To SEP 2012)

- Manages all customer escalations related to credit and collections.
- Maintain data and report integrity and a consistent.

### **[Prime Medical Center]**

#### • **Receptionist & Customer Service Officer**

(SEP 2010 to OCT 2011)

- Managed receptionist desk by greeting patients,
- Ensuring correct paperwork is completed and collected.
- Responded to patients and visitor inquiries in a courteous manner
- Scheduled appointments and maintained doctor appointment book.

### **[RTA – SALIK]**

#### • **Call Center Agent**

(JUL 2009 to AUG 2010)

- Answer inbound calls professionally and respond to customer Inquiries.
- Handling customer complaints and account inquiry.
- Research required information using available sources.

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## **Education – Certificates:**

#### • **[Emirates Institute for Banking and Financial Studies-DXB]**

- Effective Leadership Skills (18TH NOV 2014 to 20TH NOV 2014)
- Breakthrough Customer Service II (17TH SEP 2013 To 18TH SEP 2013)
- English for Bankers II – (07th April 2013 to 11th April 2013)

#### • **[Humid Bin Abdul Aziz, Ajman]** (2006-2007)

- High School

#### • **[Al Zaqazeeq University – Business Administration]** (2007-2009)

- Only 2 years done (still pending)