

Ahmed Mohamed Hassan

Cairo-Egypt

Phone: 01101010213

E-mail: ahmed2day59@gmail.com

Linked In: <http://linkedin.com/in/ahmed-hassan-7965a5172>

OBJECTIVE:

Seeking a challenging position in a reputable Bank where my academic Background and interpersonal skills and my experience are well developed and utilized.

Summary:

Experienced Team Leader- Branch Sales& Marketing Unit with a demonstrated history of working in the international Bank. Skilled in Microsoft Word, Sales, Management, Microsoft Excel, and telecommunications. Strong Retail professional with a Bachelor's degree focused in Commerce Accounting from Sohag University.

EXPERIENCE:

Team Leader- Branch Sales& Marketing Unit at Blom Bank Egypt.
Oct 2019 till present.

Responsibilities

- **Follow up on customer credit requests through the Credit and Risk Department, review data, and procedures for opening customer accounts and the Card Center until the customer receives his card.**
- Administer and ensure compliance to all sales practices for Department and perform various training sessions for same and coordinate with sales associates to maintain all activity.
- Review work of all salesperson on weekly and hourly basis and make sure to achieve the required target.
- Administer and review efficient usage of all sales formula and aid and prepare effective sales programs for fields and maintain quality of all images.
- Identify appropriate sales staff and establish an efficient work procedure and prepare required work schedule and analyze all requests for customers.
- Prepare list of all prospective customers for sales leads.
- Maintain control of all marketing activities to ensure achievement of all objectives within allocated budget and determine all sales goals.
- Prepare all marketing reports and evaluate all procedures and recommend improvements to sales department and ensure compliance to all Bank policy.
- Maintain effective customer relationships and design required business development call program.
- Coordinate with Market Managers and prepare all required reports and ensure achievement of all sales objectives and analyze progress of all activities.

- Perform appraisals for all department employees and provide training and counseling as per requirement.
- Oversee all activities for department and provide optimal level of customer services in compliance with bank objective.
- Maintain knowledge on all bank products and services and assist to resolve customer queries.
- Analyze and identify all customer issues in sales processes and recommend solutions and perform regular quality assessment.
- Prepare and ensure compliance with all marketing strategy and recommend growth activities for all call centers. Personnel and Payroll duties.

Credit card direct sales (acting as a team leader) at Al Ahli Bank of Kuwait (ABK).

Apr 2016 till Oct 2019.

Responsibilities

- Work for retail department inside the bank, Make sure to achieve the required target.
- responsible for offering credit card to clients and educating them on the terms and use of the cards as well as the prices and also present clients' credit card needs to the organization and proffer ways to meet them.
- Taking purchase orders from clients, and converting referrals from clients with interest in using the credit cards into sales.
- Providing customer support and answering clients' questions within set standards, and helping them resolve complaints about the credit cards or issues that may arise during usage.
- Helping new employees to become familiar with the bank's policies and to know how to develop a suitable plan to achieve the required management target.

Quality Officer at Telecom Egypt.

2015 till 2016.

Tax Officer at Egyptian Tax Authority

2014 till 2015.

EDUCATION

- Faculty of Commerce, Sohag University. 2008 : 2012

TRAINING & COURSES

- English course from British institute
- ICDL Course.

Skills:

- Knowledge of banking policies.
- Communication skills.
- Team worker abilities.
- Creative Problem Solving.
- Open minded.
- Employee Relations.
- Adaptability to change in work environment.
- MS Word.
- MS Excel.
- MS Outlook Internet browsing E-mails \ outlook.

Language Skills:

- Arabic: mother language.
- English: Good command of both written and spoken.

PERSONNEL INFORMATION

- Date of Birth: 02/05/1990.
- Marital Status: Married.
- Military Status: Exempted.