

Aladdin Zahraa

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Nationality Syrian

Date of Birth 19th Nov. 1987

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Marital Status Married

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To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet organization goals. Knowledgeable about training employees, optimizing procedures and de-escalating challenging situations with a calm and professional approach. Analytical and detail-oriented with a demonstrated record of accomplishment in meeting service goals.

• Work Experiences

Jan 2023 SALES OFFICER

RED TIE FINANCIAL SERVICES/ EMIRATES ISLAMIC BANK

- Achieving the monthly sales targets, assigned for various products and services.
- Follow the various internal guidelines and procedures of the bank.
- Ensure customer satisfaction through regular engagement.

UNIVERSAL OFFICER/ CUSTOMERS SERVICE – HEAD TELLER

CHAM ISLAMIC BANK, SYRIA, DAM

Aug 2017

May 2022

- Welcomed customers warmly to meet banking service and transactional needs with seamless execution.
- Branch safe officer – cashing cheque and deposits, in addition bank's products from sales and product marketing

Mar 2014 CUSTOMER SERVICE

Aug 2015 *QATAR NATIONAL BANK, SYRIA, DAM*

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Opening accounts – deposits and loans

- May 2011** **STORE CASHIER**
- Mar 2014** *SAMHA GROUP LTD / ICE CUBE , SYRIA, DAM*
 - ADMINISTRATIVE CLERK

- Mar 2009** **ACCOUNTANT & LOGISTIC SUPERVISER**
- Mar 2011** *LEISURETECH CO, FUNTASTICO, FAMILY AMUSEMENT CENTER, SYRIA, DAM*
 - Data entry with shipment review
 - Sellers supervisor

• Education

- Jan 2009** **Bachelor of Science: Business Administration**
- Jan 2013** *SCIENCE AND TECHNOLOGY UNIVERSITY - SYRIA, DAM*

• Additional Information

CUSTOMER SERVICE TRAINER

Sparkasse Bank, BONN, GERMANY

OCT 2016 – AUG 2017

• Skills

- Loan officer
- MS Office
- Excellent Communication
- Training and Development
- Teamwork and Collaboration
- Compliance
- Microsoft NAV Dynamics
- Cashflow planning and management
- Consumer banking

• Languages

- **Arabic** :- Native language

- **English** :- Very Good

- **German** :- Good

All supporting documentation is available upon request