



Imad Faris

Motivated individual, with roughly 8 years of progressive experience in Financial Institution, Customer Service & Retail sales Energetic self-starter and team builder. Navigates high-stress situations and achieves goals on time and under budget. Dedicated person with experience in accomplishing tangible results and cross-team collaboration. Proactive and excited to partner with like-minded individuals to achieve goals. Bear a valid [UAE Driving License](#) & willing to relocate in any given position.

CONTACT



Abu Dhabi , United Arab Emirates



+971524334465, ,



imadfaris2015@gmail.com

LANGUAGES

Arabic: C2
Proficient
English: C2
Proficient
French: C2
Proficient

CERTIFICATIONS

-CROWE ACADEMY
PROFESSIONAL &
MANAGMENT TRAINING
LISENCE NO 733967
-DUBAI.

- customer service excellent & Customer protection standards
- Foreign Exchange, Art of Cross Selling, Customer Relationship
- AML .CFT .ANTI FRAUD TRAINING . CDD EDD

SKILLS

- Customer Needs Analysis
- Upselling and Cross-Selling
- International Funds Transfers
- Communication Skills
- Office Record Management
- Problem-Solving

EXPERIENCE

Senior Customer Service Specialist -

Lari Exchange - Abu Dhabi , UAE

- 10/2020 - Current
- Customer Service related in providing exceptional service to all clients of all nationalities
 - Handling all Remittances-Responsible (Prepares and Process) for the smooth transfer of all Outward Remittances through Telex Transfer (TT); Prepares various Amendments,
 - Cancellation, Bank Statement request, Inquiries
 - Conducting marketing services, gathering data and market research for prospect clients to increase the volume of transactions and cliental
 - Answer phone calls, effectively attend complaints / queries and ensures all are death accordingly, providing customer with pertinent information regarding their respective
 - Inquiries.
 - Prepares and process Inter-Emirates Transfer, Inter-Gulf Money Transfer, International Instant Transfer such as Western Union, Instant Cash

Senior Sales Officer

UAE Exchange LLC - Dubai , UAE

- 10/2019 - 12/2020
- Receive/issue cash transaction instruments like remittance, foreign currency exchange, WPS, Demand draft, TT, and value added services transaction payments etc.
 - Collect cash against any transaction.
 - Purchase & sell of foreign currency.
 - Collect cash against receipt vouchers.
 - Receive cash from customers (for all services but not limited to remittance, WPS, FCY,
 - Reconcile own cash box against actual transaction at the end of the day.
 - Receive foreign currency from the authorized person.

Customer Service Executive, Complaints Handling Unit

Lu LuExchange LLC - Dubai , UAE

- 07/2017 - 10/2019
- -Verifies all complaints by detailed investigation, follow up, escalation and liaison for resolution on a timely basis.
 - -Manage the Consumer Protection and Complaint Management Functions.
 - -Maintain the trust and strong relation with customers and other respective departments.
 - -Provide reasonable recommendations and solutions to improve the organizations -effectiveness and reduce the customer complaints.
 - -timely resolving and monitoring of customer complaints and provide feedbacks and
 - -Handle backup functions for complaints handling and assist colleagues in fulfilment of daily tasks as assignedbest practices, guidance.
 - -ensure all customer complaints are objectively investigated

Bank Sales Officer

Bcp bank - Casablanca , Morocco

01/2016 - 07/2016

- Increase credit card customers
- Engage and educate customers on product usage
- Convey brand information to customers and respond to questions/inquiries that arise
- Responsible for daily/monthly sales targets
- Investigate and address competitors' activities
- Prioritize and schedule proactive calls to organization's accounts
- Update and manage contact database with accurate profiles, notes, and relevant information
- Undertake training on the firm's markets and products, and improve on selling skills
- Match sales opportunities that cover other products involving various sales representatives
- Bargain customer pricing contracts with third party providers.

EDUCATION

2017

Diploma of Higher Education commerce & marketing management
Institute of Commerce and business administration -
Casablanca,Morocco

2016

Diploma of Higher Education business management
Canadian National Institute of Business - Casablanca,Morocco

2014

Bachelor of Business Administration
Collège Tariq Ibn Ziyad - Casablanca,Morocco