



# ABDUL HAMID T. MANALOCON

## PROFESSIONAL SUMMARY

Results-driven professional with 7 years of experience in customer service, sales, and supervisory roles. Skilled in fostering client relationships, driving revenue growth, and delivering exceptional service. Proficient in CRM tools (Salesforce, HubSpot) and workforce management systems (Avaya, NICE IEX). Adept at training teams, streamlining operations, and achieving key performance metrics. Seeking a challenging role to leverage my expertise in enhancing customer satisfaction and business profitability.

## PROFESSIONAL EXPERIENCE

*In transition period*

**Relationship Officer | Commercial Bank of Dubai (CBD) Smart Union. UAE**

*December 2023-Present*

- ✓ Active seek out new sales opportunities through cold calling, networking and social media for selling retail banking products like credit cards.
- ✓ Ability to work under pressure to meet sales target.
- ✓ Required daily follow up with customers for networking.
- ✓ Through direct/telephonic conversations able to engage with the customers.

**Insurance Advisor | Orient Insurance, Al Futtaim Group, UAE**

*April 2022 – October 2023 (1 yr & 6 months)*

- ✓ Networking and calling with potential customers.
- ✓ Set a meeting face to face with client.
- ✓ Educate customers on each type of insurance coverage and make recommendations based on their needs.
- ✓ Process their documents thru computer and etc.

**Beverages Supervisor | Capital Motion group, UAE**

*January 2018 - December 2022 (4 years)*

- ✓ Staff management
- ✓ Inventory management
- ✓ Quality control
- ✓ Cost control
- ✓ Menu planning
- ✓ Customer service and (etc)

**Teller / cashier | Al Dahab Exchange, Al Rolla, Sharjah, UAE**

*June 2017 December 2017 (6 months)*

- ✓ Keeping currency and coins in a neat and orderly arrangement.
- ✓ Serves customers by completing account transactions.
- ✓ Assisting customers with basic transactions, such as making deposits and withdrawals.
- ✓ Tallying of cash as per system and deposit with treasury before end of duty. And (etc.)

## CONTACT

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## EDUCATION

Bachelor of Science in Commerce  
Major in Management.  
Marawi Islamic College| Lanao Del  
Sur, Philippines. 2017  
(UAE Attested)

## SKILLS

Microsoft Office, Client Relations,  
Sales Expertise, Customer Service,  
Communication, Compliance  
Knowledge (AML/KYC), and Conflict  
Resolution.

## PERSONAL DETAILS

Age: 29  
Gender: Male  
Civil Status: Married  
Nationality: Filipino  
Religion: Islam  
Language: English & Tagalog  
Visa Status: Cancelled