



Mohamed Said Abd Elsalam Metwally

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: Objective

Certified Senior Branch Manager interested to work for a stable organization, processing a challenging and professional environment with through standards of excellent, like to work in a team and to be effective

Jun 2022 – Nov 2023



Senior Branch Manager at **CHUBB LIFE Egypt.**

Job description:

- Create and maintain budgets, and coordinate with and report to senior management in the company.
- Recruiting, training, and supporting branch managers as well as conducting regular performance appraisals.
- Implementing and enforcing company regulations
- Plan and direct staffing, training, and performance evaluations to develop and control sales and service programs.
- Resolve customer complaints regarding sales and service.
- Following up on the applications process and ensure that all documents are in place as per compliance requirements then give the client the required feedback till his policy gets issued.

December 2016 – November 2020

Relationship Manager – AYAAN Exclusive Banking (Wealth management) **Dubai Islamic Bank.** Dubai

Job description:

- Establish a wide relationship with the high profile clients through maintaining their banking connection.
- Acquiring new business through generating a referrals network to bring new to bank customers on a monthly basis.
- Manage the customers portfolio and responsible for the clients overall banking experience.
- Provide our clients with the required standard of service and create awareness of our investment products.
- Cross-selling the liability products according to customer needs.
- Analyze the customer profile to provide a suitable financial plan based on customer risk appetite.
- Handle and resolve customer complaints.
- gaining a clear understanding of customers' businesses and requirements

October 2014 – Jun 2016

Senior Relationship Executive – Personal Finance Department.

Abu Dhabi Islamic Bank (ADIB) Dubai

Job description:

- Providing to the customer our saving or insurance products in a simplified and easy to understand way which satisfies the customer needs efficiently.
- Achieving the assigned target on quarterly basis by focusing on our business plan.
- Supporting the bank when prospects have unique requirements that cannot be met by the available packages, such as requiring complex savings plans or detailed advice, or with loan debt obligations elsewhere, and needing protection.

- Following up on the applications process and ensure that all documents are in place as per compliance requirements then give the client the required feedback till his policy gets issued.
- Making a cross-selling for the rest of the retail bank products in a very professional way.
- Exceptional customer service responsible for all customers' requests and inquiries. Handling customers complains and timely resolution of issues.

December 2013 –August 2014



Sales Executive Personal loan at

National Bank of Umm Al Qaiwain Dubai

Job description:

- listening to customer requirements and presenting appropriately to make a sale;
- maintaining and developing relationships with existing customers in person and via telephone calls and emails
- cold calling to arrange meetings with potential customers to prospect for new business
- gathering market and customer information
- negotiating on price, costs, delivery and specifications with buyers and managers
- challenging any objections with a view to getting the customer to buy
- Reviewing your own sales performance, aiming to meet or exceed targets
- gaining a clear understanding of customers' businesses and requirements

February 2012 - October 2013

Sales manager at **ACE Life Insurance (ACE Group) - Egypt**



Job description:

- Plan and direct staffing, training, and performance evaluations to develop and control sales and service programs.
- Resolve customer complaints regarding sales and service.
- Recruit team leader to ensure the annual branch plane to achieve the target
- Enhance the performance of the unit (team leaders & sales agent)to achieve our goals

- Review with the team leaders the plan and negotiate the negative and positive issues
- Report to branch manager the daily commitment from the team and the month pipe line
- Discuss the quarter plan with branch manager and the director manager

January 2011 –January 2012



Team leader – Personal Loan Department

**Commercial International Bank (CIB) - Egypt
(Promoted)**

Job description:

- Insure the target plan by recruit the experience sales and good qualification
- maintaining and developing the team performance
- enhance the team performance and achievement
- confirm that all team for description and sales responsibility
- Reporting the Area Sales manager the daily commitment and sales pipe line
- Discuss and Reviewing the daily sales report and the pipe line with the team
- Handle the team to growing and develop the sales experience to exceed the target
- Confirm that all sales procedure doing as per sales policy and bank terms and conditions



September 2009 –December 2010

Sales Executive Specialist – Personal Loan Department

Commercial International Bank (CIB) Egypt

Job description:

- deal directly with customers either by telephone, electronically or face to face
- respond promptly to customer inquiries
- handle and resolve customer complaints

- obtain and evaluate all relevant information to handle product and service inquiries
- provide pricing and delivery information
- perform customer verifications
- set up new customer accounts



November 2008 –August 2009

SALES Executive (Personal loan) –

Barclays Bank Egypt

- listening to customer requirements and presenting appropriately to make a sale;
- maintaining and developing relationships with existing customers in person and via telephone calls and emails
- cold calling to arrange meetings with potential customers to prospect for new business
- gathering market and customer information
- negotiating on price, costs, delivery and specifications with buyers and managers
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Courses:



- ICWIM (International Certificate in Wealth and Investment Management).
- CISI (Introduction International Securities and Investment).
- AML (Anti Money Laundry).
- Islamic Banking.

Education:

- BSC social work, Alexandria University.
- Grade year: 2008

Languages:

- **Arabic** : Mother tongue.
- **English** : Fluent.

Computer Skills:

- Conversant with MS Office (Word, Excel).
- Competent in performing all basic hardware/software troubleshooting.
- ICDL (International Computer Drive License).

Personal Information:

Date of birth	: 27/08/1985
Nationality	: Egyptian
Marital status	: marriage
Driving license	: Yes (Egypt – UAE)
Car owner	: Yes

“All references are available upon request”