



Silva Simon Samara

Mobile: +973-66333887

Email: sssilvasamara19@gmail.com

Summary

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet goals, with over 10 years of experience. Excellent reputation for resolving problems and improving customer and management satisfaction. Hardworking and passionate job seeker with strong organizational skills. Ready to help team achieve company goals.

Skill Highlights

Decision making
Complex problem solving
Innovative
Service-Focused
Sales Expertise
Strategic sales knowledge
Key Stakeholder relationship building
Business to customer expertise
Business Credit Coordination
Business Relationship Building

Executive Assistant - Ur Contracting W.L.L Bahrain 2011- 2023

- Responsible for managing the schedules and communications of the CEO, prioritizing emails and phone calls, gathering documents to prepare for meetings and coordinating travel arrangements.
- Assisting with meeting preparation and recording meeting times. Performing basic accounting tasks and booking travel for the CEO. Keeping records of corporate documents, And reports.
- Organize and coordinate office administration and procedures in order to ensure organizational effectiveness, efficiency and safety.
- Oversees the day to day operations and ensure the procedures and system function smoothly.

**Relationship Manager RM in Business Banking SME
Bank SHJ Dxb**

Abu Dhabi Commerical

2010- 2015

- Managing medium companies' portfolios between 50K to 30 Mio Turnover.
- Solicit, acquire, maintain and develop existing as well as new relationship with clients through periodic review of clients, financial needs and researching market opportunity.
- Managing client relationships to attain sales targets through successful placement of clients by selling and cross selling the entire width of wholesale banking products
- Prepare and deliver a detailed business plan to achieve the projected yearly budget and sales targets.
- Coordinate with other RMs to share information related to clients/prospects/ the market.
- Carrying out various analyses on customers' financial positions as part of a complete credit analysis report on new credit facilities or renewals. Write credit proposals documentation in place for all credit exposure as per internal and external guidelines.
- Establishing select limits for clients and authorizing granting of facilities
- Closely monitoring performance of accounts within their portfolio to detect any signs of trouble.
- Site inspection for the companies on each facility renewal or avail.
- Maintaining credit quality of the designated portfolio by minimizing defaults and provisions.

Senior Business Service office BSM (SME) Bank

Abu-Dhabi Commercial

Abu Dhabi 2004 - 2010

- Coordinate with branch managers and senior management and develop various strategies for business development.
- Administer and provide comprehensive banking services all small and mid-size businesses.
- Maintain sales pipeline, keep track of same and maintain good relationships with present clients.
- Assist in collection of application and prepare an efficient loan structure.
- Administer cross selling of bank products and services to customers.
- Ensure compliance all policies and regulations and address any business related issue.
- Monitor all issue by regulators execute various audit points within time frame.
- Develop and provide enhancement to present banking services and product among community.
- Develop and maintain effective relationships with small customers and initiate an increase in business.
- Analyze customer requirements and develop appropriate banking products.
- Participate in various meetings and prepare a strategy for increasing business
- Maintain high quality of all banking assets such as loans and overdrafts.
- Assist in the credit analysis report for all companies on each renewal or new facilities granted.

Senior Customer service representative (CSR) UAE

Etisalat Evison Cable TV

2003- 2004

- Learned and maintained in-depth understanding of product and service information to offer knowledgeable and educated responses to diverse customer questions.
- Resolved concerns with products or services to help with retention and drive sales.

- Watched flagged customer accounts to monitor ongoing issues and deploy newfound solutions for outstanding concerns.
- Leveraged consistent, successful strategies to meet and exceed performance goals.
- Responded to customer calls and emails to answer questions about products and services.
- Researched and rapidly resolved client conflicts to maintain key accounts.
- Processed, scheduled and executed customer orders for new and established customers.
- Stepped up to assist customer service manager with complaints and issues during times of department short staffing.
- Checked status of orders and back-ordered products to coordinate efficient shipments.
- Escalated issues to proper supervisors when standard processes were not effective.

**Customer service Representative (CSR)
UAE**

Etisalat Evision Cable TV

2002-2003

- Provided primary customer support to internal and external customers.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Recorded account information to open new customer accounts.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Updated account information to maintain customer records.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Collected and analyzed customer information to prepare product or service reports.
- Responded to customer requests for products, services and company information.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Answered product and service questions, suggesting other offerings to attract potential customers.
- Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions.
- Recommended products to customers, thoroughly explaining details.
- Improved sales abilities and product knowledge on continuous basis to provide optimal service and achieve quotas.
- Communicated professionally with colleagues and clients
- Surpassed sales goals through implementation of effective marketing strategies.
- Quickly and accurately answered customer questions, suggested effective solutions and resolved issues to increase customer satisfaction.
- Promptly responded to inquiries and requests from prospective customers.
- Followed up with customers about resolved issues to maintain high standards of customer service.
- Responded proactively and positively to rapid change.
- Facilitated orders and completed accurate to meet aggressive deadlines.
- Enhanced productivity levels by anticipating needs and delivering outstanding support.
- Implemented and developed customer service in house training processes.

- Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.
- Delivered prompt service to prioritize customer needs.
- Maintained up-to-date knowledge of product and service changes.
- Investigated and resolved customer inquiries and complaints quickly.
- Exhibited high energy and professionalism when dealing with clients and staff.
- Responded to customer requests, offering excellent support and tailored recommendations to address needs.
- Facilitated inter-departmental communication to effectively provide customer support.
- Optimized customer support by establishing collaborative service environments through targeted operational initiatives.
- Effective liaison between customers and internal departments.
- Effectively communicated with customers about account changes, new products or services and potentials.
- Provided ongoing guest service.
- Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences.
- Developed highly empathetic client relationships and earned reputation for exceeding service standard goals.
- Reached out to customers after completed sales to suggest additional service or product purchases.
- Trained new personnel regarding company operations, policies and services.

SOFTWARE:

- Complete introduction to computers course, Microsoft windows, words, excel, power point.
- Courses in Emirates institute for banking and financials as follow:
- Financial statement analysis
- Team building
- English presentation II
- Breakthrough customer service
- Banking accountancy
- Economic for bankers
- Corporate banking
- Brain power institute course (successful sales Representative)
- Global Association of risk professionals (Assessing Credit Risk for SMEs).

Education

High school Diploma Palestine school graduated 2001 Abu Dhabi ٥

Bachelor Degree in Business Administration Cdl college- Vitas Education Mutamus Canada

Interests

Riding Horses, Motor biking, playing sports.

4