

Ghaith A. Al-Mobideen

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Date of birth: June 14^h 1981

WPROK EXPERIENCE

DURATION	ORGANIZATION
Jan 2017 – present	<p>Invest Bank Relationship Manager / sales Operation</p> <ul style="list-style-type: none">• Supervising the coordinators in terms of (receiving, checking, submitting and processing) loans and credit cards applications throw the systems.• Following up the status of transains on the system and giving feedback to relevant managers in case of refusal , deficiencies taking the corrective action required.• Following up obstacles and cases to contonously imrove and develop the products to avoid rejecting transactions by the other bank's.• receive and study requests and any shortcomings or missing documents with retail credit department to aiming to increase the percentage of approvals and reducing rejection rates from submitted transactions.• Managing and supervising credit card campaigns and related projects such as (Jwewelery program - ATICO group).• Preparing and generating the required different sales reports (sales team activities reports and sales team applications reports) .• Delivering training and awareness session to sales team.• Issuing corporate offers for sales and branches teams .• Contributing to developing the "Fast Track " system internally in cooperation with the IT department, working on experimenting the system and issuing reports about system errors, and working on adjusting them in line with bank" policies and procedures
May 2015 – Dec 2016	<p>Invest Bank Sales Relationship Manager</p> <ul style="list-style-type: none">• Establish new sales teams.• Managing and developing the sales team and work closely with the concern departments to ensure high level of sales quality.• Conduct one-on one review with all sales team members to build more effective communications, to understand training and developments needs, and to provide insight for the improvements of each one.• Achieve set sales targets.

<p>April 2014 – Feb 2015</p>	<p>Middle East Insurance Company Head of Sales (Life Marketing & Business Development Department)</p> <ul style="list-style-type: none"> • Establish the setup for the new retail sales team & obtaining the required approvals on it. • Work with the technical department in order to update the offering system and reprice some products based on the competitors prices. • Conduct interviews and screening sessions in collaboration with the HR department. • Work with the recruitment agencies to reach to the targeted quality of job seekers. • Conduct Career Orientation & insurance principles courses for fresh and junior recruits. • Product Orientation, sales skills & role-plays training & coaching sessions for the sales force team. • Direct and coordinate activities of the unit managers.
<p>Feb 2012 – April 2014</p>	<p>Al-Nisr Al-Arabi insurance company Head of Prospecting, Recruitment and Training</p> <ul style="list-style-type: none"> • Conduct interviews and screening sessions in collaboration with the HR department. • Conduct Career Orientation & insurance principles courses for fresh and junior recruits. • Participate in Job Fairs for the purposes of exposure and head hunting. • Arrange recruitment campaigns & job fairs with business universities. • Product Orientation, customer service, sales skills & role-plays training & coaching sessions for the sales force team. • Review & refresh training materials for purpose of managing change of policy application and systems. • Follow up on the performance of Arab Bank branches with regards to number of insurance policies, retirement & educational plans produced. • Developed a plan for increasing the sales force for the years 2012-2013. • Established standards for recruiting sales members based on quality and expertise. • Have managed to employ 70+ sales members in the year 2012.

June 2010 – Feb 2012	<p>Orange- Amman, Jordan</p> <p>Corporate Key Account Manager</p> <ul style="list-style-type: none"> • Responsible for the sales quota and improve the sales volume as assigned by department. • Responsible for reporting the sales activities, needs and status of assigned corporate accounts Following up on all sales operations. • Distribute sales related information and encourage new services and packages offered to Adjusting corporate sales channels. • Maintain a high level of exposure in the telecom market-Follow up on corporates (after sales services and premium customer satisfaction. • Provide the ultimate and premium customer service level to the entire clients' base under responsibility. • Enhance the supplementary activities with our clients in order to reach the strategic level of agreements and guarantee the own-customer marketing process continuity and stability.
Nov 2009 – June 2010	<p>Kulacom- Amman, Jordan</p> <p>Senior Corporate Account Manager</p> <ul style="list-style-type: none"> • Implement and take action to achieve sales target and maintain productivity, quality indicators, measure overall performance against ratios and department objectives. • Monitors and analyzes customer behaviors, anticipates visit pattern related to activities affecting customer's satisfaction (such as, payment reminders, suspension schedule, bill production, launch and advertisement of new services/offers)
Mar 2008 – Mar 2009	<p>Standard Chartered Bank – Amman, Jordan</p> <p>Senior Sales Officer / Credit Cards and Personal Loans Dept.</p> <ul style="list-style-type: none"> • Managed The Sales Offices at Wadi Saqra/ a team of 70 people. • Plan annual, semi annual, quarterly and monthly business development strategies. • Monitor and control sales representatives as well as team leaders' efficiency and performance. <p>Arrange training sessions for sales representatives and team leaders for the purposes of improving sales and selling techniques.</p>
May 2007 – Feb 2008	<p>Standard Chartered Bank – Amman, Jordan</p> <p>Sales Officer / Credit Cards & Personal Loans Dept.</p> <ul style="list-style-type: none"> • Achieve the sales target of sales products. • Ensure compliance of group KYC (Know Your Customer) complying with the group and local money standards and policies including reporting suspicious transactions. • Ensure good quality of applications that have been sourced.

Oct 2006 – April 2007	Standard Chartered Bank – Amman, Jordan Senior Team Leader / Telemarketing Unit. <ul style="list-style-type: none"> • Set the targets per direct sales representatives and team leaders. • Lead the team to achieve the set targets and provide full assistance. • Led a revolutionary development effort in the Telemarketing unit. • Increased the number of employees within the unit from 4 to 15. • Created a 3 team ad hoc telemarketing force that cultivated competition and increased business development.
Oct 2005 – Sep 2006	Standard Chartered Bank – Amman, Jordan Sales Team Leader / Credit Cards Dept. <ul style="list-style-type: none"> • Build the suitable sales team. • Lead the team to achieve the set targets and provide full assistance. • Identify areas of any possible/potential frauds.
Oct 2004 – Sep 2005	Standard Chartered Bank – Amman, Jordan Sales Representative / Credit Cards Dept. <ul style="list-style-type: none"> • Site visits to customers and companies to present the products in order to achieve targets. • Gather the needed documentation for all the signed applications. • Following-up with credit dept. to ensure that all the applications are completed and all the necessary documents are attached.

EDUCATION

2000-2004 Mou'tah University- Jordan
Bachelor Degree in Finance and Banking Science with a good standing average.

PERSONAL SKILLS

- Leading teams
- Ability to work under pressure for continuous period.
- Negotiation skills

LANGUAGE

Arabic (mother tongue) & English (good).

REFERENCES

Mr.Ali al Daoud
Sales Executive Manager – Invest Bank

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Mr.Maen wahbeh
Executive Manager – Housing Bank

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