

Ehab Esamm Gabb

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in <https://www.linkedin.com/in/ehab-gabb-4737b4160>

Career Objective

Certified RBPFC Professional with 15 years of experience in banking scoter and customers services, seeking a new challenging career with a progressive organization that provides an opportunity to capitalize my technical skills and abilities in fields of sales & Marketing He hold a certiflcate (Professional skills in Operations and project management.)

Education

Office Business Management Diploma
Al-Koubrah institution in Jeddah 2005

Professional Experience

Customer Service Supervisor and Follow-up Department Employee
(X-Turbo freight and

Xturbo | Jeddah 05/2021 – Present logistics services)

- Leading customer service team • Answering customer inquiries
- Solving customers issues
- Follow up shipments and make sure that they are not delayed.
- Ensure that shipments are not damage.
- Ensuring the politeness of the shipping staff and their follow-up.

dAdvance Relationship Manager

Saudi Fransi Bank | Jeddah 04/2014 – 08/2020

- ✦ Responsible for full sales at branch
- ✦ Ensuring to achieve targets of branch

Customer Service and Marketing Presentative

National Commercial Bank | Jeddah 08/2008 – 03/2014

- ✦ Call Centre services
- ✦ Marketing the product

Customer Service

Mobily | Jeddah 12/2005-07/2008

- ✦ Solving customer issues
- ✦ Answering customers inquires

Training & Courses

Creativity and innovation Technique Saudi Fransi Bank
Fraud and money laundering Saudi Fransi Bank
Finding solutions and work stress Saudi Fransi Bank
Bank Time management Saudi Fransi Bank
Selling and direct marketing skills NCB
Emotional intelligence
Mobily Communication skills Mobily

Skills

- Communication skills
- Team management,
- Sales & Marketing strategies,
- Innovation and creativity
- Administration
- Strong negotiation skill
- Teamwork spirit (both as a team leader or a member)
- Focused, confident and responsible
- Strategic Planning,
- Quality Management
- Professional skills in Operations and project management.

Professional Licenses

- Professional RBPFC certificate from the Institute of Banking No: 00r2Lw

Languages

- English
- Arabic