

EHAB ESAMM GABB



CONTACT

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EDUCATION

- Microsoft Office Business Diploma

The major scientific institution in Jeddah

- HE HOLDS A PROFESSIONAL RBPFC CERTIFICATE IN THE BASICS OF RETAIL BANKING AT THE INSTITUTE OF BANKING

The Institute of Banking, Monetary Agency

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

LANGUAGES

English, Arabic

PROFILE

Certified RBPFC Professional with 17 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 certifiat Creativity and innovation Technique SaudiFransi Bank Fraud and money laundering Saudi Fransi Bank Finding solutions and work stress Saudi Fransi Bank Time management Saudi Fransi Bank (Professional skills in Operations and project management.)

EXPERIENCE

- I AM CURRENTLY WORKING AT THE EMIRATES NATIONAL BANK OF DUBAI (ENBD) AS A SALES OFFICER.02/2023

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.

- ADVANCE RELATIONSHIP MANAGER SAUDI FRANSI BANK | JEDDAH 04/2014 – 08/2020
- RESPONSIBLE FOR FULL SALES AT BRANCH
- ENSURING TO ACHIEVE TARGETS OF BRANCH CUSTOMER SERVICE

- 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