

# Mohammad Alshami

## Sales and Customer Experience Team Manager

**Address** Amman, Jordan

**Date and place of birth** 04 FEB 1979 / Kuwait

**Marital Status** Married

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**Nationality** Jordanian

### Summary of Qualifications

Experienced sales and customer experience team manager with over 13 years of experience in maximizing market-share, profit and customer base of reputable islamic banks in Kuwait. I have established and managed Central Sale Departments starting from strategy all the way to managing operations. Also, i have strong record in growing loan portfolios and maintaining optimized credit policy and customer service.

### Objective

Challenging position in administration with a multinational corporation, where my organizational skills and achievements can be employed and developed.

### Work History

**08/2018 – present**

#### **Own Business, Jordan**

- Buying and selling used vehicles and damaged vehicles as spare parts.

**08/2015 – 03/2018**

#### **Sales and Customer Experience Team Manager**

Warba (Islamic) Bank, Kuwait

- Managed all operational aspects including distribution, customer service, administration and sales.
- Provided training, coaching and development initiatives for bank personnel.
- Built forecasts, financial targets and business plans.
- Created a new base of clients for loans, salaries, credit cards and study credit applications.
- Developed and maintained key external client relationships at branch, market, and regional levels.
- Perform other duties and/or special projects.

**02/2009 – 06/2015**

**Senior Credit Sales Officer**

Boubyan (Islamic) Bank, Kuwait

- Making decisions on credit applications for companies and individuals. Promoting bank services to clients.
- Analyzing clients' financial statements. And giving approval for loans. And financing cars.
- Achieving sales above the annual targets, with the ability of maintaining the best quality service.
- Also, experienced in employees leadership. Have the skill of complex problem solving by identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

**06/2007 – 01/2009**

**Credit Sales Officer**

Al-Sayer Group Holding, Kuwait

- Worked with major credit companies & ran credit checks on potential customers.
- Managed entire financial end of car inventory and sales.
- Analyzing the financial performance of corporate clients to set the credit line conditions for financing their fleets.
- Worked with diverse groups of stakeholders to facilitate marketing and sales of cars on daily basis.

**03/2005 – 05/2007**

**Credit Officer**

Eureka Electronic, Kuwait

- Promoted and executed direct and cross selling of electronics and financing options to customers.
- Following-up on competitors' offerings and continuously positioning our offers and services to win.
- Managed customers' credit conditions and approval.

**Education**

Bachelor: Banking and Finance

Al-Ahhliya Amman University - Amman, Jordan

2000 - 2004

**Languages**

• Arabic: Native

• English: Fluent

## **Skills**

- Branch Management
- Sales Management
- Operations Management
- Automotive and Housing Loans
- Business Strategy, Analysis & Business Development
- Market Competition Strategy & Analysis
- Customer Relationship Management
- Islamic Banking
- Internet & Mobile Banking
- Team Building & Leadership
- Direct and Cross-Selling
- Credit Management (Policy, Assessment, Risk, Approval...)
- Financial Analysis & Management
- Citrix Systems
- MS Office

## **Training & Certifications**

- Money Laundering and Terrorism Financing Prevention, Australian College of Kuwait (2015 & 2017)
- Sharia Governance Training, Warba Bank (2016)
- Advanced Selling Strategies, Boubyan Bank (2010)
- Fiqh Approach to Islamic Banking Training Program, Boubyan Bank (2009)
- Itqan Service Quality (Customer Service and Relationship Management), Boubyan Bank (2009)

## **Awards**

- 1st Best performing team, Warba Bank (2015 & 2017)
- 2nd Best performing team, Warba Bank (2016)
- Excellent yearly evaluation & over-target sales avg. 130%, Boubyan Bank (2009-2015)
- 1st Place in highest over-target sales (Jul-Sep), Boubyan Bank (2011)
- 3rd Place in highest over-target sales, Boubyan Bank (2010)