

# Elaraby Mohamed

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LinkedIn: [Elaraby Mohamed](https://linkedin.com)

## EDUCATION

Bachelor of Business Administration

Major in Accounting - Alexandria University, Egypt | 2015 – 2020

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## SUMMARY

Dynamic professional with 4+ years in customer service and sales within banking, insurance, and retail. Proven track record in resolving inquiries, achieving sales targets, and maintaining high customer satisfaction. Skilled in CRM systems, financial products, and multilingual communication (Arabic & English)

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## CAREER-RELATED EXPERIENCE:

- **Business Development Officer (Oct 2024 – Apr 2025) First Abu Dhabi Bank (FAB) | Dubai, UAE**
    - Interacted daily with customers to explain financial services and recommend suitable products
    - Promoted and sold balance transfers, insurance plans, and quick cash solutions
    - Responded to inquiries, resolved issues, and maintained positive client relationships
  - **Customer Service Representative (Sep 2021 – Aug 2024) B.TECH | Alexandria, Egypt**
    - Handling customers' daily queries, assuring the best customer experience and satisfaction
    - Achieving multiple product sales target
    - Dealing and solving financial statements for customers
  - **Sales Agent – Insurance (Nov 2020 – Apr 2021) Misr Life Insurance | Alexandria, Egypt**
    - Consulted with clients to assess financial needs and recommend insurance solutions
    - Promoted and sold customized insurance plans tailored to individual goals
    - Achieved and surpassed individual sales KPIs through proactive outreach and follow-up
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## LANGUAGE AND COMPUTER SKILLS

- Arabic – Native | English – Good command (spoken & written)
  - Excellent in Microsoft office
  - Excellent in Microsoft Dynamics 365
  - Excellent in Salesforce
  - Excellent in SAP CRM software
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## PERSONAL DETAILS

- Nationality: Egyptian
- Date of Birth: 10/06/1997