

AMRO ADIL AWAD

- Marina - Dubai
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Age: 34 years



Senior Relationship Officer

Summary

Communications professional with 10 years proven success in developing and executing external communications strategy and plans for large businesses.

Objective

Seeking for the position of PR and Media Relations Manager, coming with strong media relations skills in uae , excellent communication skills, management skills

Work Experience

10/2020 - Present

Public Relations Trainer

UAE







<https://youtu.be/rOGWG1VKxGU>

06/2019 - 09/2020

National Bonds (YKNP marketing management)

Dubai

Senior Relationship Officer

-  Developed and maintained client relationships, administering service, providing account management and resolving client issues
-  Manage client relationships and business development applying industry/market/product knowledge to drive revenue production and business growth
-  Attending to detail to ensure nothing slips through the cracks
-  Analyzing problems in order to come up with resolutions
-  Caring about customers, whose happiness can make or break a company
-  Following through so customers know their concerns are taken seriously

10/2018 - 04/2019


ADIB - ABU DHABI ISLAMIC BANK


Dubai


Assistant Relationship Officer


-  Holding full responsibility for operational functioning, procedural enhancements,


staff hiring and coaching, quality management, team motivation, and administrative efficiency throughout my 6-year career as an Administrative Office Manager.


 Developing a pricing strategy that maximizes profits and market share but considers customer satisfaction.

 Supporting sales and lead generation efforts.

 Creating promotions with advertising managers

 Managed customer portfolios, service relationships and cross-selling products and services

 Worked closely with product development team identify and prioritize feature requests and enhancement


 Interview clients to determine their current income, expenses, insurance coverage, tax status, financial objectives, risk tolerance, And other information needed to develop a financial plan


01/2017 - 03/2018


AI Hilal BANK

Dubai

Relationship officer

 Educate customers about bank products and service and to get the most benefit of the product .

 Manage the database to a high degree of accuracy to ensure targeted marketing activity can take place to generate new.

 Use of initiative identity and follow up opportunities with customer who are not already on the database.


 Conceptualised, produced and expedited newsletters


10/2014 - 10/2017


Quality plastic products trading

Dubai

Public relations executive

 Plans or directs the development of programs to maintain favorable public and stakeholder views of the organization's agenda and accomplishments

 Collaborates with managers to identify trends and evaluate advertising to determine whether it is in sync with the organization's public relation efforts

 Coaches client reps in effective communication with the public and employees.

 dealing with enquiries from the public, the press, and related organisations.

Education

01/2005 - 10/2009

Bachelor's Degree in Petrochemical engineering

Institute of Petroleum and Mineral Professions / homs

Skills

- Making Connections
- Positive attitude
- Motivational speaker



- Social media specialist



Languages

- Arabic
- English



Interests

- Reading
- Photography
- Traveling
- YouTube

Courses & Certifications

Osha - Osh, constructions, industry, safety and health standards 2010

Osha - Basic first aid 2010

Emcan institute - Basic Business administration 2017

Baniyas refinery - Training in Baniyas Refinery Company in oil and trades 2008

General Company for Refining in horns, this is to certify that I have approved I had been training in many Sections, circles and laboratories in the company 2008
08/2009