

Majdi Issa Saad

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PROFILE:

A dedicated Financial Certified Professional, accredited by the Chartered Institute for Securities & Investment (CISI), with a demonstrated history of achieving excellence in Quality, Wealth, and Risk management within the dynamic UAE market. Adept at leveraging in-depth expertise to drive optimal outcomes and provide strategic financial solutions.

CAREER HISTORY:



www.bigwiggroup.com

BIGWIG Marketing Management – Dubai, UAE

Managing Director - Marketing & Sales (Banking Sector)

Apr, 2021 - Present

Role Overview:

Strategic leader driving growth and profitability for a marketing and sales company serving banks. Orchestrating business strategy, client relationships, sales, and marketing efforts. Leading a high-performing team and ensuring compliance with industry standards.

Key Responsibilities:

- Formulate and execute business strategy to expand market presence in the banking industry.
- Foster relationships with key stakeholders, enhancing client engagement and satisfaction.
- Drive revenue growth through effective sales strategies and business development.
- Develop targeted marketing campaigns highlighting company's expertise.
- Monitor industry trends, ensuring compliance with regulations and adapting strategies.
- Manage financial performance, resource allocation, and budgeting.
- Cultivate a culture of learning and mentorship within the team.
- Evaluate performance against KPIs and refine operations for optimal efficiency.

Challenges:

- Navigating dynamic industry regulations and trends.
- Standing out in a competitive banking marketing landscape.
- Balancing client expectations with achievable outcomes.
- Adapting to economic fluctuations and market uncertainties.
- Attracting and retaining skilled professionals with dual expertise.



www.alseefproperty.com

Al Seef Real Estate Brokerage – Dubai, UAE

Sr. Sales Manager
Sales Department

Oct, 2019 – Mar, 2021

Challenge:

- Handling a team of property consultants.
- Meeting clients with team members to make sure deal is closed.
- Monitor and coach team members.
- Handle HNWI clients.



www.nationalbonds.ae

National Bonds – Dubai, UAE

Relationship Manager
Wealth management Department

May, 2017 – Sep, 2019

Challenge:

- Provide investment solutions for individual and corporate investors.
- Introducing and presenting HNWI to National Bonds.
- Retain customers who are planning to redeem or already redeemed their funds by opening new investment concepts.
- Provide account maintenance and services for existing portfolio customers.
- Financial advisory on market risk factors for existing clients.



www.adib.ae

Abu Dhabi Islamic Bank (ADIB) – Dubai, UAE

Sales Team Leader

Sales Department

Apr, 2015 – Apr, 2017

Challenge:

- Make sure monthly targets are achieved
- Monitor and control all sales agents.
- Communicate with higher management and other departments to make sure deals are processed.
- Training and motivation for the staff

Abu Dhabi Islamic Bank (ADIB) – Dubai, UAE

Tele-Marketing Acting Manager

Tele-Marketing Department

Aug, 2014 – Mar, 2015

Challenges:

- Handling a team of 10 agents, 7 as tele-marketing agents and 3 outdoor runners.
- Reporting directly to Deputy Head of sales and Head of sales.
- Preparing and analyzing all type of reports for higher management and Audit.
- Responsible of Hiring, promoting and terminating staff.
- Working very close with Marketing and Products team to improve ADIB lending policy and procedure.
- Involve in Sales training.



www.contact-center-dubai.com

Contact Center International – Dubai

Contact Center Supervisor and training Specialist

Apr, 2013 – Jul, 2014

Projects:

- Carrefour inbound.
- ADIB outbound and telesales.
- Saperion / SAP outbound and telesales.

Challenge:

- Telemarketing Supervisor
- Trainer, internal for Staff and External for clients.
- B2B Sales



www.arabbank.ae

ARAB BANK plc – Dubai, UAE
Regional Contact Center Supervisor
Call Center Department

Nov, 2008 – Mar, 2013

Challenge:

- Telemarketing Supervisor
- Inbound Supervisor
- Risky and Fraud Outbound
- Soft Call Collection Supervisor

ARAB BANK plc – Dubai, UAE

Contact Center Officer
Call Center Department

May, 2007 – Nov, 2008

Challenge:

- Satisfy customers in all authorized and possible ways.
- Advertise and cross sell products of bank.
- Follow up and solve customer's issues.
- Tracking and Reporting ATM machines problems.
- Handle other colleague's cases and customers in case of absence.
- Follow up and report complaints which are sent through web site.
- Monitoring Risky and Fraud transactions for ARAB BANK Credit Cards and ATM Cards.
Responsible of Training newly hired staff.



www.adcb.ae

Abu Dhabi Commercial Bank (ADCB) – Dubai, UAE
COLLECTION EXECUTIVE
Retail Collection Unit

Jul, 2005 – Apr, 2007

Challenge:

- Handled over-limit to recovery collection for credit cards for all ADCB card holders in UAE.
- Responsible in training newly hired staff for hard core collection.
- Responsible in filing and releasing police cases.
- Frequently doing field visits and investigation for non-contactable clients.
- Assists team leaders in preparing and analyzing reports for collection department for submission to Abu Dhabi head office branch

EDUCATION:

Chartered Institute for Securities & Investments (CISI) Risk in Financial Services	Completed
Chartered Institute for Securities & Investments (CISI) Introduction to Securities & Investment (International)	Completed
University of Atlanta MBA, Masters of Business Administration - Sharjah, UAE	Completed
American Institute of Business & Management Bachelor in Business Administration - Sharjah, UAE	Completed
Secondary Education Noor al ma'arif School, Sheik Zayed Road - Dubai, UAE	Completed

TRAINING:

Leadership Skills Emirates Institute for Banking and Financial Studies	February 7 th – 8 th , 2010
Break through Customer Service Emirates Institute for Banking and Financial Studies	December 27 th – 29 th , 2009
Excellency in Customer Service In house training	October 15 th and 18 th , 2009
Communication Skills Al Bustan Rotana Hotel	December 15 – 18, 2005
Negotiation Techniques Al Bustan Rotana Hotel	October 25 – 27, 2005
Flex cube, MIS and Dept Manager System In-House Training	September 01-05, 2005
Customer Service Techniques Grand Hyatt Hotel	August 08 – 09, 2005

SKILLS:

- Excellent in spoken and written Arabic (Mother Language) and
- Excellent in spoken and written English Language.
- With Valid UAE Driving License.
- Proficient in MS Windows Applications (Excel, Word, PowerPoint).

QUALIFICATIONS:

- High interpersonal skills (can sell a Refrigerator to an Eskimo or Sand to a Middle Eastern).
- Works with minimum supervision.
- Fast learner, highly motivated, team player and aggressive.
- Can effectively handle high-pressured and deadline-oriented tasks.
- Confident
- Organized
- Persistent
- Hard Working
- Leader

PERSONAL DETAILS:

- Date of birth – 29th June 1986
- Married
- Nationality - Jordanian

References:

Will be Available upon request.