



Nour N. Nusair

Relationship Manager

A dynamic Relationship Manager with outstanding background and experience in customer service and sales with over 11 years of practical experience in the Jordanian banking landscape, possessing a strong commitment to quality customer service, coupled with strong sales and superb communications skills.

Experience

2019 - Present

Bank of Jordan

Relationship Manager

- Monitor and address clients banking and Investment requirements
- Use financial acumen and investment expertise to review a clients' personal data, align clients' needs through superior service
- Focus on business development across liabilities, assets & fees to sustain and achieve growth in relationship value, revenues & improved client stickiness
- Achievement of product-wise targets and cross-selling products as per the demographic, lifestyle, and risk profiling
- Process loan applications, including performing background checks on applicants
- Provide advice to customers about financial planning, investments, and other products or services offered by the bank
- Provide assistance with account maintenance activities such as updating contact information and resolving issues with deposits or withdrawals
- Recommend new banking products or services to meet customer needs
- Meet with potential clients to determine their banking needs and recommend appropriate products or services
- Help customers understand their financial statements and offer advice on how to manage their money effectively

2011 - 2019

Bank of Jordan

Sales and Services Officer

- Executed customer contact strategies in line with the Bank's operating models and strategies set by the regional Customer Relationship Management team
- Fully utilized Customer Relationship Management data, ensuring all customer information is complete and kept up to date
- Ensured all customer needs are met and sales opportunities are maximized
- Achieved cross-sale penetration rates and wealth referrals achieved for account opening, lending, and other sales
- Assisted in Sales Floor Management periodically and on a need base counter and teller positions with support on cash and cheque transactions

2011

ZAIN Telecom

Intern

- IT troubleshooting and answering IT questions
- Uploading documentation to server-based and web platforms
- Data entry and server-based storage documentation maintenance
- Other duties as assigned

Contact

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Nour Nusair

Address

Amman, Jordan

Education

2011

Al-Balqa'a Applied University

Software Engineering

Languages

- Arabic and English

Skills

- Knowledge of customer relationship management (CRM) practices
- Problem-solving attitude
- Excellent communication skills
- Aptitude for fostering positive relationships
- Teamwork and leadership skills
- Customer-oriented mindset