

PERSONAL INFO

NATIONALITY
Jordanian

VISA STATUS
Available upon
employment

LOCATION
Amman, Jordan

RELOCATION
Open to UAE opportunities

SKILLS

B2B Account Management

Negotiation & Closing

Relationship Banking

Client Acquisition

Team Leadership

Proposals & Presentations

KYC/AML Compliance

CRM & Sales Reporting

Critical Thinking

LANGUAGES

Arabic Native

English Fluent

Saif Haddad

Relationship Officer · Account Manager

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Results-driven banking and sales professional with 5+ years of progressive experience in relationship management, B2B account growth, and team leadership. Proven ability to exceed revenue targets, acquire and retain high-value clients, and build lasting business partnerships across banking, telecom, and distribution sectors. Seeking to leverage my commercial acumen in a dynamic UAE-based organization.

PROFESSIONAL EXPERIENCE

Relationship Officer

Mar 2022 — Present

INVESTBANK Amman, Jordan Full-time

- Manage and grow a portfolio of 200+ retail and SME banking clients, driving deposit growth and cross-selling financial products
- Conduct financial needs assessments to recommend tailored banking solutions including loans, credit facilities, and investment products
- Consistently exceed quarterly sales targets for new account acquisition, credit card issuance, and deposit mobilization
- Ensure full compliance with Central Bank of Jordan regulations, KYC/AML policies, and internal risk management procedures
- Collaborate with branch management and product teams to identify market opportunities and develop client engagement strategies

SOHO & SME's Account Manager

Jun 2020 — Mar 2022

Teleconsolutions (Zain Authorized Dealer) Amman, Jordan Full-time

- Managed end-to-end B2B sales cycle for SOHO and SME accounts, acquiring 50+ corporate clients with substantial recurring revenue
- Developed customized telecom proposals and pricing packages tailored to each client's business needs and budget
- Led a team of 5 sales representatives, setting daily targets, tracking KPIs, and maximizing team productivity
- Built long-term client relationships resulting in a 30% improvement in contract renewal rates

Sales Supervisor

Nov 2018 — Jan 2020

Jordanian Mutamayizah Distribution Co. Amman, Jordan Full-time

- Supervised 8 field sales representatives across multiple distribution routes, ensuring daily targets and delivery schedules were met
- Conducted regular inventory audits at client locations, reconciling stock levels and identifying upselling opportunities
- Served as key liaison between clients and HQ, resolving disputes, processing orders, and negotiating payment terms
- Analyzed daily sales data to forecast demand, optimize route planning, and maximize coverage efficiency

EDUCATION

Diploma in Hospitality & Tourism

Sep 2013 — Jun 2016

Al Quds College Amman, Jordan

- Comprehensive coursework in hospitality management, tourism operations, and customer service excellence
- Developed strong interpersonal skills through hands-on training in guest relations and front-office operations