





Ali Dashti


Head of Branches

- 

Villa 1021 Road 1516
Riffa/Alshamali 915
Kingdom of Bahrain
- 

Bahraini
- 

ajdashti@gmail.com
- 

+97336760009
- 

25 April 1983

A highly-skilled individual with diverse experience and educational backgrounds. Extremely knowledgeable with fourteen years of experience in various different roles. Possess a wide skill set, including banking, coaching, project management, information technology and digital media. Looking to continue developing a career in a progressive organization that will drive the future.



Experience

2019 - present

Head of Branches

Alyousuf Exchange

- Manage, motivate and lead sixty staff and thirteen branches by continuously holding monthly individual and group coaching sessions
- Launched two new fully functional branches making them a total of thirteen with a target of having a total of twenty five branches in the next five years
- Created a knowledge base for remittance operations and branches systems by gathering all the valuable knowledge from experienced employees
- Consult management and HR on staff development and improvement plans by reviewing and re-writing their job descriptions and analyzing their educational and training needs
- Perform continues business and gap analysis to insure business growth
- Carrying out the digitization of services by testing and analyzing the latest applications

2012 - 2018

Branch Manager

Bahrain Islamic Bank

- Exceeded the performance, financial and development targets for six consecutive months at a time and a minimum of 6-8 months of the year
- Achieved superb quality and efficient daily operation by being in the top three best branches in quality year round
- Expanded the customer base by introducing high net worth clients and small businesses into the branches and banks database
- Delivered superior customer service by insuring the customers feel the service is outstanding and beyond expectation
- Diversified and increased the income from our existing customer base by insuring they have more than one relationship with the bank
- Consulted on business development projects and product designs and features which determined what customers exactly want
- Successfully lead all projects related to improving the operational and transaction workflow between the banks departments which decreased the processing time of daily transactions, applications and accounts by 50% and also reduced the processing time of finance applications for submission and approval from 3-5 days to 1-3 days
- Continuously trained, coached and developed the retail team staff by carefully designing and reviewing personal development plans and defining clear objectives and goals together
- Point of reference for all Branches' matters

2008 - 2012

IT Supervisor

Bahrain Islamic Bank

- Upgraded the IT service desk system which automated the reports and drastically improved tracking of tickets and calls

2005 - 2008

- Increased call response time, quality of service and resolution time by incorporating ITIL standards
- Developed and implemented policies and procedures for data storage and disaster recovery in case of emergency
- Prepared all the necessary requirements for departments and retail branches re-allocation, closure and opening
- Managed the raffle systems and insured compliance with the policies and procedures
- Managed the day to day help desk and network administration support team, data storage back up and insured systems operational availability and functionality 24/7

● **Senior Teacher**

Ministry of Education

- Senior graphic design teacher in charge of the printing technology section
- In charge of the GLOBE (Global Learning and Observations to Benefit the Environment) project, in partnership with the American Embassy in Bahrain
- Organized and took charge of trips abroad to encourage winning students to further their learning and pursue higher goals in life
- Managed the Ministry of Labor National Employment Project where I taught college students and unemployed individuals the necessary skills and then arranged for their employment in both the newspaper and printing technology industries
- Organized the educational games for the 5th National Heritage Festival in the Kingdom of Bahrain in partnership with the Ministry of Information



Education

2002 - 2005

● **University of Sunderland (United Kingdom)**

BA (Hons) - Multimedia Computing

2016 - 2017

● **Bahrain Institute of Banking and Finance (Bahrain)**

Advanced Diploma in Islamic Finance



Certificates

2018

- PCC (ICF) - Professional Certified Coach



Languages

- English

●●●●●
- Arabic

●●●●●



Skills

- Microsoft Office

●●●●●
- Customer service

●●●●●
- Project management

●●●●●
- Sales

●●●●●
- Coaching

●●●●●
- Team leading

●●●●●
- IT applications

●●●●●
- Compliance

●●●●●
- Credit analysis

●●●●●
- Adaptability and change management

●●●●●