

Meshal Khalid Al-Obaid

Services Teller & Administrative

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Saudi Arabia

SUMMARY

A seasoned Services Teller with extensive experience in banking operations. Proficient in handling various customer transactions including deposits, withdrawals, and currency exchanges. Known for providing exceptional customer service and resolving inquiries efficiently. Possesses strong administrative skills, adept at maintaining accurate records and adhering to compliance standards. Demonstrated ability to collaborate with team members and contribute to the smooth functioning of branch operations.

EXPERIENCE

King Khalid Airport | Saudi Arabia

Services Teller (12-hour shifts) | November 2023-Present

- Assisting customers with various banking transactions such as deposits, withdrawals, and transfers.
- Providing information on account balances, transaction histories, and banking products.
- Processing currency exchange transactions for international travelers.
- Balancing cash drawers and maintaining accurate records of transactions.

Al Rajhi Bank | Saudi Arabia

Chief Teller (Treasury Officer) | December 2023-June 2024

- Monitoring teller performance and providing regular feedback and coaching.
- Overseeing the cash handling processes and ensuring accuracy and security.
- Supervising and managing teller operations within the branch.
- Resolving complex customer inquiries, issues, and complaints.

Al Rajhi Bank | Saudi Arabia

Private Services Teller | 2023

- Managing private banking transactions and services for high-net-worth clients.
- Assisting clients with account inquiries, transactions, and requests.
- Providing personalized financial advice and guidance tailored to individual client needs.
- Resolving client inquiries, complaints, and issues promptly and professionally.

Al Rajhi Bank | Saudi Arabia

Sales Consultant | 2017 - 2020

- Understanding customer needs and recommending suitable products or services.
- Conducting sales presentations and demonstrations.
- Providing after-sales support and maintaining client relationships.
- Analyzing market trends and competitors to develop effective sales strategies.

Al Rajhi Bank | Saudi Arabia

Branch Manager | 4-8 September 2018

- Leading and overseeing all aspects of branch operations.
- Developing and implementing strategies to drive business growth and profitability.
- Managing and motivating branch staff to deliver exceptional customer service.
- Recruiting, training, and coaching employees to enhance performance and productivity.

Al Rajhi Bank | Saudi Arabia

Customer Services | 2012-2016

- Interacting with customers professionally and proficiently to meet their needs.
- Resolving customer issues and challenges efficiently and promptly.
- Executing financial transactions accurately and securely to ensure customer satisfaction.
- Managing account opening and closure processes smoothly and flexibly.

EDUCATION

College of Technology | Riyadh | Saudi Arabia

Diploma in Office Management

OTHER

- **Course & Certificate:**
 - Service & Sale Process Culture |Dale Camegie Certificate.
 - Professional Certificate Examination (RBPFC)| Institute of Banking.
- **Technical Skills:**
 - Financial Analysis.
 - Budgeting and Forecasting.
 - Sales Management.
 - Risk Management.
 - Compliance.
 - Technology Proficiency.
 - Leadership and Team Management.
 - Customer Relationship Management.
 - Investment Management.
 - Proficiency in Microsoft Office Suite.
 - Strong General Computer Skills.
- **Soft Skills:**
 - Communication.
 - Problem-Solving.
 - Attention to Detail.
 - Decision-Making.
 - Leadership.
 - Critical Thinking.
 - Analytical Thinking.
 - Time-Management.
 - Flexibility and Adaptability.
 - Collaboration and Teamwork.
- **Languages:** Arabic, English.