

ABDULLAH **AL-JUHANI**

CUSTOMER SERVICE OFFICER

PERSONAL INFORMATION

Name

Abdullah A. Al-Juhani

Birthdate

2 May 1990

Residence

Riyadh, Saudi Arabia

Nationality

Saudi

CONTACT

🏠 Riyadh

☎ 0504661222

✉ s7oo@hotmail.com

🌐 www.linkedin.com/in/abdullah-al-juhani-250a9377

PROFILE

Experienced Customer Service Officer with a demonstrated history of working in the banking industry. Skilled in establishing new relations and acquiring clients with a persuasive approach, providing innovative solutions and ideas, and expert in sales and marketing as well as customer care with proven proficiency in dealing with the daily branch operations.

EXPERIENCE

Riyad Bank
2016 - Present

Customer Service Officer, Riyadh

- Provide excellent customer services to customers in a friendly and courteous manner at all times.
- Have sufficient knowledge about the banking products and services and respond to all inquiries accordingly.
- Improve customers' banking experience with the bank by ensuring that the customers needs are promptly met and all their challenges are resolved without delay.
- Ensure that all the bank's policies and procedures, code of conduct and regulatory guidelines are strictly complied with in the process of discharging duties.
- Inform and suggest new banking products to customers.
- Suggest effective ways through which the bank can promote its products and services and increase customer satisfaction.
- Provide assistance to all other members of staff in other departments of the bank by liaising with them through healthy interactions.
- Participate in marketing and awareness campaigns in the bank to create an enlarged customer base.
- Establish and promote cordial relationship with customers, ensuring prompt attendance to their inquiries and solving their problems to grant them maximum satisfaction.
- Ensure that customers' confidential information is properly protected and only used for official purposes.
- Channel complex customer complaints and challenges to the right quarters for effective resolution.
- Continuously update skill by participating in professional trainings, go for courses as instructed by management and be willing to contribute acquired knowledge to the development of the bank.

 *Mr. Fahad Alanazi, Branch Manager at Riyad Bank*

Arab National Bank
2013 - 2016

Customer Service Officer, Riyadh

- Greet the customers when they enter the bank and ask them if they need any assistance.
- Resolve queries, understand the customer's needs, and offer the services or products based on his requirements.
- Explain the several facilities provided by the bank and promote the suitable ones based on customers' needs.
- Update the customers on the progress of their application requests.
- Assist the customers with the documentation required for completing the banking transaction. Help them arrange the documents in the right order while presenting them for the approval.
- Promote various financial products sold by the bank and help the customers make the right choice as per their budget.
- Tackle all the complaints registered with the customer service desk. Provide practical solutions to the aggrieved customers or forward the complaints to higher authorities for resolving.
- Verify the contact details of the customers periodically and update the records with the changes.

 *Mr. Abdulrahman Alangari, Regional Manager at Arab National Bank*

**Arab National
Bank -
Contractor
2012 - 2013**

● **Call Center Agent, Riyadh**

- Answer calls and respond to emails.
- Handle customer inquiries both over the phone and by email.
- Promote the bank campaigns and offerings as to contribute to the success of the campaigns and to distinguish the department.
- Research required information using available resources.
- Manage and resolve customer complaints.
- Provide customers with product and service information.
- Enter new customer information into system.
- Update existing customer information.
- Process orders, forms and applications.
- Identify and escalate priority issues.
- Route calls to appropriate resource.
- Follow up customer calls where necessary.
- Document all call information according to standard operating procedures.
- Produce call reports.

👤 *Mr. Waleed Alageel, Phone Banking Team Leader at Arab National Bank*

EDUCATION

● **2010 - 2012**

Pharmacy Diploma

Institute of Health Science, Riyadh

● **2005 - 2008**

Scientific

Umm AlQura School, Riyadh

ACHIEVEMENTS

Champion of Sales - October 2020



Achieving the best performance of Credit Card sales within the Central Region in Riyadh Bank.

Champion of Sales and Service - September 2020



Achieving the best performance of Credit Card sales within the Central Region in Riyadh Bank.

Champion of Sales and Service - July 2020



Achieving the best performance of Credit Card sales among Riyadh Bank sales force.

A Client Twitter post got viral !

A client was very satisfied with the service provided and shared his experience via




Twitter with a good portion of praise to myself; his post received 500+ retweets with very high engagement. After all I was honored to have been thanked and appreciated by Riyadh Bank higher management for this spread customer experience that resulted in enhancing the reputation of the bank.

Best Branch of the Year 2019 - Customer Satisfaction




Our branch was the best branch among all Riyadh Bank branches in Customer Satisfaction Index in 2019.

Best Branch of the Year 2014 - Cross Sell

 Our branch was the branch among all Arab National Bank branches in Cross Sell in 2014.

Most Qualitative Call Center Agent - 2012












 Awarded being the best employee among the Call Center staff in Arab National Bank in qualitative call handling with clients.

 **And much more..**

COURSE

2020	BUSINESS CONTINUITY <i>Riyad Bank, Riyadh</i>
2020	AML & KYC <i>Riyad Bank, Riyadh</i>
2020	COMPLIANCE <i>Riyad Bank, Riyadh</i>
2019	AML, KYC, FRAUD AND OPERATIONAL RISK MANAGEMENT <i>Riyad Bank, Riyadh</i>
2018	ANNUAL PERCENTAGE RATE CALCULATION <i>Riyad Bank, Riyadh</i>
2015	LEGAL AFFAIRS IN BANKING BUSINESS <i>SAMA, Riyadh</i>

SKILLS

Communication Skills		Computer Skills	
Persuasion		Customer Service	
Active Listening		Interpersonal Skills	
Leadership		Problem-Solving	
Management Skills		Time Management	
Transferable Skills			

MOTIVATION

A new challenge with new opportunities to acquire knowledge and progress in my career path.