

ABDULLAH GHAZI ALOTAIBI

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PROFESSIONAL SUMMARY

Seeking to handle more responsibilities and challenging assignments to harness my management and analytical skills and knowledge.

Proactive, diligent and multi-skilled professional, contributing accomplished experience of SIX years across Operations Management, Client/Customer Relationship Management, Customer Service, Team/People Management and Compliant/Query Handling.

A keen planner, strategist & implementer with expertise in establishing & managing entire operations with key focus on top line & bottom line profitability by ensuring optimal utilization of the resources . Adapt at maintaining service standards and operational policies, planning & implementing effective control measures to reduce running costs of the unit.

SKILLS

- Effective workflow management
- MS Office expert
- Microsoft Outlook, Word and Excel
- Excellent time management skills
- Customer focused
- Customer Relationship Management (CRM) software
- Exceptional telephone etiquette
- Inventory control
- Skilled trainer
- Negotiation expert
- Process improvement specialist
- Creative problem solver
- Trusted key holder
- Strong client relations
- Exceptional communication skills
- Team leadership
- Project management
- Data management
- Self-motivated
- Staff development

WORK HISTORY

Managing Director

1/11/2019- Present

Phoenix Freight Forwarding. Jeddah, Saudi Arabia

- Handling customers relationships and communication
- Handling customers complaints

Affluent Relationship Manager

06/2018 –

Gulf International Bank (GIB) - Jeddah, Saudi Arabia

01/11/2019

- Affluent Relationship Management.
- Managed hundreds of accounts receivable accounts working directly with the Financial Management Office.
- Planned and executed all aspects of office move.
- Reviewed files, records and other documents to obtain information and respond to requests.
- Raised brand awareness through consistent marketing efforts and product campaign launches.
- Developed highly empathetic client relationships and earned a reputation for exceeding service.
- Followed-through on all critical inter-departmental escalations to increase customer retention rates.
- Responded promptly to enquiries and requests from prospective customers.
- Assumed ownership of team productivity and managed work flow to meet or exceed quality service goals.
- Facilitated inter-departmental communication to provide effective customer support.
- Maintained confidentiality of bank records and client information.
- Maintained friendly and professional customer interactions.

Customer Relationship Representative

Gulf International Bank - Jeddah, Saudi Arabia

01/2016 - 06/2018

- Answered and managed incoming and outgoing calls while recording accurate messages.
- Managed a wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Built long-term customer relationships and advised customers on purchases and promotions.
- Served as the main liaison between customers, management and sales team.
- Planned and executed all aspects of office move.
- Frequently used word processing, spreadsheet, database and presentation software.
- Developed and maintained an internal client filing system.
- Performed initial client assessment and analysis to begin research process.
- Maintained friendly and professional customer interactions.

Store Agent

GULF INTERNATIONAL BANK - Jeddah, KSA

10/2013 - 11/2016

- Managed a wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Helped drive sales goals and achieve monthly quotas.
- Investigated and resolved customer enquiries and complaints in a timely and empathetic manner.
- Scheduled weekly inventory collections and deliveries with vendors.
- Earned management trust by serving as key holder, responsibly opening and closing shop.
- Answered product questions with up-to-date knowledge of sales and shop promotions.

Co-Founder(UAT)

Gulf International Bank - Manama, Bahrain

10/2013 - 06/2014

Achievements:

- Core Member of the initial 21 member team leader group involved in setting up new concept of banking(Meem) by the bank
- Managed activities of pre-launch projects within UAT
- Meem application successful launch

Responsibilities:

- Testing Analysis
- Conducted User Acceptance Test 1 and UAT 1 regression for retail liability products, business to customer and customer to business E-channels.

- identified and resolved defects and system bugs; tested usability functionality and technical specifications related to online banking and mobile banking based on test case scenarios provided by the business
- collaborated with developers for resolving reported issues for enhancing client satisfaction by providing error free software matching with business requirements. High quality tester

JEDDAH

AXA INSURANCE COMPANY

01/2013 - 08/2013

- Issuing polices.
- Auto Insurance, Home insurance, and liveinsurance.
- Daily store reporting to management.
- Customers Service.

EDUCATION

Associate of Applied Science: Business Management

University of Central Lancashire Uclan - Preston

2012

CERTIFICATIONS

- Development and innovation Course.
- Time Management Course.
- Leadership Intuition Course.
- Assertiveness Course.
- Communication Course.
- Anti bribery and Anti corruption.
- RBPFC Certificate (The retail banking professional foundation)
- Anti money laundering Global.
- AMT Skimming User Awareness .
- Avoiding Insider Trading.
- Business Continuity Management.
- Fraud awareness (middle east)
- GIB Fraud Risk & Prevention Awareness 2018.
- GIB Conduct Risk Hiring On-boarding.
- GIB AML KSA 2016 & 2018