P.O. Box 39645, Dhahran 31942 Saudi Arabia •+966566120200 • amjd.alhejji@gmail.com

Amjd Abdullah Al-Hejji

Objective

Offering over 6 years' experience in banking sector adding 8 years as customer relations manager by outstanding performance as a key person in sales and after sales services to keep high level of customer satisfaction and loyalty by resolving any customer concerns from all channels in a diplomatically and professional way to achieve complete satisfaction ensure the accuracy and reliability of high quality dealings, taking into account the positive aspects and to move forward to excellence with innovation.

Experience

Feb 18,2012 – Present | Al Jomaih Automotive Co | Dammam

Customer Relation Manager

- Analyze and study data to provide innovative products with added value.
- Data collection and analysis experience in public, semi-public.
- Handling customer concerns all channels mainly in Ministry of Commerce and Investment MCI.
- Fowling up with Mother Company regarding customer concerns.
- Development of call center services and staff trainings.
- Working with fleet Dep to manage ARAMCO contracts.
- Working on Oracle and Microsoft Dynamics CRM system.
- Manage and control customer calls with call center team.
- Managing calls done by the call center to ensure quality of service.
- Annually analyzed reports measure the level of sales and after sales improvement and discover the required improvement points.

Nov 1,2008 – Jan 1,2012 | American Express | Riyadh

Supervisor

- Quality assurance to convinced customer avoiding cancelling their cards by educating them to full benefits
- Corporate key account to follow up with companies and ensure a good relationship until the payment is completed

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Jun 11, 2005 – Sep 1,2008 | Samba Financial Group | Riyadh

Call center representative

- Working on Star System.
- Working in an operating environment which specifically requires speed, accuracy an high diplomacy thus Samba phone division considered as a direct service
- Performing dynamic professional skills that require superior catachrestic to meet variable of banking requirement through telecommunication.
- Providing sales promotions as installment and credit-cards mutual funds.

Feb 5 – Apr 13 2005 | Saudi Investment Bank | Khobar

Customer Service

- Co-op for 10 weeks customer service in investment funds.

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Amjd Abdullah Al-Hejji

Education

2003-2005 Institute of Public Administration Dammam

Sales Diploma

Jun 23 – 27 2007 Center of Banking and Finance Riyadh

Samba Banking Products

Feb 12 – 13 2008 Center of Banking and Finance Riyadh

Personal Effectiveness

May 07-2013 Al Jomaih Automotive Co Dammam

Gold Level Certification

Communication Skills

- Never ignores business case without finding root cause.
- Always interested in new technologies to apply to business investments.

Computer Skills

- Typing in both Arabic and English.
- Knowledgeable in Computing.

Languages

- Mother Language Arabic.
- Second language: English; fluent in speaking, writing and listening.

References

References are available on request.