

## Contact Information

### Email

mfmMMM222@gmail.com

### Phone

0555991656

## Skills

- .Microsoft Office
- Operating System / Windows XP, Windows Vista, Windows 7. Internet, Web Mail Entry and Client Support, Customer Data Profile Details and Management Support
- Interactive and fast enough to learn new technologies and sciences
- Ability to work in a group or individually according to the job requirements
- Quality Focus and Creative
- Excellent communication skills
- Can handle any sales and financial responsibilities
- Business development

# Abdullah Al Mutlaqah

For a challenging position in your highly esteemed department - with my Computer and Information Science and communication skills, I can prove to be a responsible, trustworthy and well-groomed person for your organization with ability to function effectively both independently and as an integral part of a team. Seeking a challenging position, where my experience and educational skills can be applied in a team environment.

## Experience

### Riyadh Bank

Mar-2007

July-2010

#### Customers Services

- Receive customers and meet their needs
- Opening new accounts, portfolios and investment funds
- Marketing of the bank's products in the required manner
- Open Ticket for customer to resolved issue
- Satisfactory customer satisfaction with the bank's position and farewell to them

### Riyadh Bank

July-2010

Nov-2012

#### Customers Services Supervisor

- Monitor the sales and service hall
- Ensure customer satisfaction
- Monitor and achieve employee goals
- Follow up with the relevant departments to solve customer issue

### Riyadh Bank

Nov-2012

Dec-2014

#### Branch Manger

- Monitor the branch
- Coordination between employees to achieve goals and advance beyond what is expected
- Spread the spirit of one team
- Trying to get closer between employees and employees and customers
- Create a spirit of competition between employees and the rest of the branches
- Follow up the branch's needs, maintain it, and direct those who need to solve the problem
- Follow up the team to achieve the goals required of them

## Al Bilad Bank ●

Mar-2015

Apr-2019

### Branch Manger

- Monitor the branch
- Coordination between employees to achieve goals and advance beyond what is expected
- Spread the spirit of one team
- Trying to get closer between employees and employees and customers
- Create a spirit of competition between employees and the rest of the branches
- Follow up the branch's needs, maintain it, and direct those who need to solve the problem
- Follow up the team to achieve the goals required of them

**Note ||** After resigning, the social development bank was applied to request a loan (small and medium projects) and after benefiting from the loan and establishing the project, a sale and transfer took place to the new owner and now I have the desire to return to the career field

---

### Education

## New Horizons Institute ●

Riyadh

2007

### Diploma

Technology Networks

---

### Certifications & Courses

- Qualifying Program For Branch Staff
- Selling Skills
- Advanced Program For Branch Staff
- Specialized Islamic Banking Prudacts
- The Customer Centric Salesmanship
- The Specialized Course ( Time management, Sales Plan, Outstanding (Service
- (CPM (Certifid Profissional manager
- Compliance Awareness, AML/CTF, and Financial Froud
- Professional Skills for Managers
- Branch Manager Accreditation Program