

Curriculum Vitae

<u>Personal Details:</u>			
Full Name:	Bader Ibrahim Al-Bedaiwi	DOB:	19/07/1971
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Objective:

- 1) To be a leader in a result oriented professional team.
- 2) To participate in building the organization progress and success.
- 3) Strength in astute understanding of the business.
- 4) Wealth of knowledge and diversified experiences.

Skills:

- Work effectively within the organization.
- Follow up with others to evaluate progress.
- Identify tasks to be accomplished.
- Prepare concise and logically written materials.
- Implement sound decisions.
- Define problem and identify possible/apparent causes and alternative solutions and select the most appropriate solutions.
- Be able to make decision without feeling pressured.
- Anticipate problems before they occur.
- Work effectively under pressure and controlled.
- Set control process to avoid risk and maintain high quality program (Quality & Assurance activities).
- Set strategies and plans.
- Set procedures & Policies.
- Set plans to maintain high productivity.
- Seek additional opportunities for professional development.
- Set realistic goals.
- Follow through with a plan or decision.
- Set priorities.
- Reviewing performance and investigation.
- Building staff.
- Decision making.
- Participating / meeting in high level for all sectors.
- Oversee all new initiatives and projects, Sales and customer experience.

Educational Qualifications:

- Technical College Riyadh 1994 Assistant Engineer

Languages:

- Arabic: Reading (GOOD) Writing (GOOD) Conversation (GOOD)
- English: Reading (GOOD) Writing (GOOD) Conversation (GOOD)

Professional Experience:

Title	Organization	Duration	From To	City
Personal Loans Sales Unit Head	SAMBA	14 Years	Apr. 1996 to Aug. 2010	Riyadh
Cards Operations Manager	Bank Al-Bilad	< 3 Years	Sept. 2010 to Oct 2013	Riyadh
Sales Regional Head	SAMBA	< 5 Years	Nov. 2013 to Feb 2018	Riyadh
Head of Retail Business	Saudi Finance	5 Years	Feb. 2018 till now	Riyadh

Description:

Function	Organization	Period
Customer Services Representative in Personal Finance Unit	Samba	3 Months Apr.1996
Unit Supervisor in Personal Finance Sales Unit	Samba	3 Years May,1996
Personal Finance Sales Over the Phone Unit Manager	Samba	Jan,2000
Manager of Telesales In/Outbound Personal Finance Sales	Samba	Jun,2003 till 2010
Cards Operation Manager	Bank Al-Bilad	Sept.2010 till Oct.2013
Direct Sales & Branches Central Regional Head	Samba	Nov.2013 till Feb.2018
Head of Retail Business	Saudi Finance	Feb. 2018 till now

Experience and Description In details:

- Manage the Direct Sales team.
In fact, I have extensive experience in direct sales team management as I have over 100 sales Executives in the central region since I directed them to targeted potentials sectors.
- Manage the Sales Representatives at the Branches
We have sales representatives in our branches; they sell the finance products and work to complete the sales process as well.
- Call Centre (Sales / Services)
I have long and Excellent experience in sales and services over the phone since I handle and managed all agents either inbound or outbound teams.
- Reviewing / Monitoring sales performance
The daily sales reports is the main tool to see the agent / sales executives performance then and based on report I instruct the team to where they have to

focus and but create plan and solutions to achieve their required target with very high quality.

- **New Alliances and Enrolling selective sectors**

Searching and selecting new Alliances and partners is one of my monthly goals and I have very good experience since I have good relationships with most of (selective) sectors.

- **Knowing and knowledge of competitors**

Keep in touch with competitors to be updated with their products and knowing their plans to in line with the market.

- **Responsible and backgrounds of the "Sales Head" activities.**

Since I have very long experience in the several sales units, this is giving excellent knowledge and also directs an organization's sales team, oversees its processes, and is typically in charge of talent development and leadership.

- **My Vision to improve the sales and the team.**

To improve the sales and sale's team I have to do the followings steps:

- 1) Set target for the day, week and month.
- 2) review and monitor the achievements on a daily basis.
- 3) Creating new opportunities.
- 4) Develop the team to reach the expected level.
- 5) Keeping in touch with market and any changes.
- 6) Be on top of selected new candidate / hiring the sales team.

- **Business Plan**

1. Identify targeted segments carefully.
2. Focusing on secured sectors either Private or Government.
3. Create weekly plans for the sales team to visit the targeted areas.
4. Ensure that credibility is followed by all sales team.
5. Create new programs according to market needs.
6. Participate in exhibitions and events.
7. Intensifying presence in the education and health sector.

- **Efforts and work developments:**

1. Improve against performance.
2. Increase the Service level.
3. Implement services on system instead of manual work.
4. Implement new training courses based on department needs.

- **Courses:**

Supervising with Confidence.
Developing Management Skills
Effective Leadership
Effective Negotiation Skills

Exceed (Exceed Customer Expectation Every day)
Fraud Awareness Course
Immunization
PDCA (Plan, Do, Check, Act)
Phone Communication Skills
Telephone Banking Security Awareness Workshop
Problem solving & Decision making
ISO 27001:2005 Awareness internal Auditor
Management & Supervision (SAMA)
Bank Bookkeeping
Excellent Service
Basic Investment Product Seminar
Selling Skills Course ADV

Member of several committee:

- Asset / Liability Committee **ALCO**
- Finance Companies Committee (**SAMA**)
- **SME Bank & KAFALAH** Adviser team.

End,