



Faisal Al Mogbel

PROFESSIONAL SUMMARY

Organized Team Leader builds positive rapport, inspire trust and guide teams toward achievement of organizational goals. Strong facilitator adept at working cross-departmentally with co-management and top-level leadership. Excellent trainer and mentor.

CONTACT

 Riyadh, Riyadh Region 12446

 966500747740

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SKILLS

- Customer relationship management
- Team supervision
- High performance reward schemes
- Team development strategies
- Process improvement
- Employee coaching and mentorship
- Staff training
- Fluent in English
- Microsoft Office Programs

WORK HISTORY

Credit Card Team Leader 07/2021 - Current
Al Rajhi Bank - Riyadh, Saudi Arabia

- Supervised and mentored multidisciplinary team members.
- Supported team members, employing industry expertise to increase overall productivity

Training Coach 06/2021 - 07/2021
Al Rajhi Bank - Riyadh, Saudi Arabia

- Tailored training programmers to meet individual needs, balancing constructive criticism with motivational praise.

Call Centre Agent 07/2020 - 06/2021
Al Rajhi Bank - Riyadh, Saudi Arabia

- Handled customer queries across platforms.
- English and Arabic
- Credit Cards, Current Accounts, Finance, International Payments.

EDUCATION

Diploma: Banking Transactions , 05/2019
Imam Mohammed Bin Saud - Riyadh, Saudi Arabia

CERTIFICATIONS

- Certified Leadership: Foundational Principles, **Harvard University** - **November 2021**