

Mamdouh Al- Mutiri
Qortuba Area, RIYADH
+966568482040
Mddoh85@Gmail.com



Hello, my name is Mamdouh Al- Mutiri, I have graduated from High school in 2006 in Riyadh, and I have studied English language Diploma in the British Council for two years from 2013 to 2015. I like teamwork and can work under pressure and cooperate effectively. I have a lot of experiences in flight field, banking, and communication that help me to achieve work and be creative.

Name	Nationality	Date of Birth	Age	Place of Birth
Mamdouh Fahi Al-Mutiri	Saudi	1985	33	Riyadh
Address	Mobile phone	0568482040	Fax	—
	Home phone	0112771256	E-mail	Mddoh85@gmail.com

Skills:

- . In – depth knowledge Microsoft office suites
- . Quick learner of new software applications
- . Relevant experience in software applications such as, sap and access
- . Professional verbal / written communication skills
- . Willingness to learn new skills
- . Willingness to work in a flexible schedule and high workload
- . Accuracy | Excellent organizational skills | confidentiality | planning and time management.
- . Language, English / Arabic

Courses, Seminars, Lectures, and Workshop:

S	Program	Date	Center	Program content
1	Professional in the basics of retail banking	2015	Riyadh Bank	Retail and Banking works and risks
2	International Computer Driving License	2009	International Academic Institute	Data entry
3	Creativity and Excellence in Work	2009	International Academic Institute	Making use of Minor matters for excellence.

Awarded Qualifications and Certificates:

S	Qualification	Date	Grade	University\ Institute	Specialization
1	English Language Diploma	2013	Very Good	British Council	Conversation and Translation

Career: -

Riyadh Bank ___ AUGUST 2015 - AUGUST 2019
Teller and financial operations officer

Responsibilities: -

1. Receive the branch’s financial treasury and make a daily inventory of it.
2. Receive and deliver the patronages and securities.
3. Train new employees on all banking operations.
4. Feed Automated Teller Machines make an inventory and daily check of it.
5. pay and cash bank checks and cancel it.
6. Issuing automated exchange cards and making a daily inventory of it.
7. Making all transfers inside and outside the kingdom and making sure of its verification.
8. Pay and exchange of foreign currencies.
9. Pay invoices and exchange shares benefits.
10. Make financial deposits and inventory of cash categories.
11. Ensuring cash categories and protection from forgery, financial fraud and money laundering operation.
12. Serving people with special needs and the elderly and facilitating their conduct in accordance with the regulations.
13. Attending training courses and practical workshops.
14. Attending courses related to fighting money laundering and fraud and combating terrorism.

Al-Tayyar Travel and Tourism Group___ MAY 2014 - MAY 2015

Aviation Traffic Officer & VIP services

Responsibilities: -

1. Issue reservation tickets for VIPs and clients
2. Supervise the company's counters and employees at the airport and coordinate with the airport management and security
3. Supervise the employees of the airlines contracting with the group
4. The ground service for Fly Dubai and Al Jazeera Airways at the airport
5. Supervise Boarding gates and coordination with the security guards at the airport
6. contracting with the executive offices and the VIP lounge at the airport
7. Receipt and bidding farewell to VIPs and senior customers through the executive offices at the airport
8. Reception and farewell through the private flight hall and work on private planes.
9. Facilitating passenger procedures in coordination with airlines and government entities at the airport.
10. Search for lost luggage and follow-up in coordination with airline companies
11. Service for the elderly and people with special needs
12. Accounting and carrying out the financial operations related to reservation and tickets and depositing it in the group's bank account.

Zain telecom___ JUNE 2013 - DECEMBER 2013

Customer service officer

Responsibilities: -

1. Answering calls and inquiries in the Call Center.
2. Ensuring quality of service and formula of speaking to customers.
3. Supervising trainees, training them, and following them up.
4. Solving technical problems in Telephone and Internet network.
5. Sending Internet network settings to the customers.
6. Submitting requests related to technical problems to technical support.
7. Following up service requests.
8. Ensuring the quality of offered service.
9. Marketing the new products of the company.
10. Random choice of trainees' work and evaluation.

ARABASCO _____ JANUARY 2006 - JANUARY 2010

VIP Public relations officer of private flight at King Khalid Airport

Responsibilities: -

1. Making daily timetable of private flights and recording the data and categories of planes.
2. Coordination with Air relay operation chamber and connecting to air control tower.
3. Coordination with government circles in the airport and making a link with governmental entities.
4. Preparation of cars in airport yard and transport passengers to their planes.
5. Supervising the apron and taking care of workers and passengers' safety.
6. Reception and farewell of VIP, diplomatic missions, and executive directors.
7. Presence in the Royal Hall to serve personalities and senior state employees.
8. Coordination with offices' managers and VIP relations officers.
9. Sealing passports and making the manifest of the flight.
10. Supervising luggage and making sure of its safety in coordination with customs.
11. Permission to enter the aviation yard for engineers, receptors, personnel, and flight crew.
12. Permission of VIP's cars' entry and exit from apron.
13. Supervising the boarding gate of the plane and coordination with entities and security guards.
14. Cutting and inventory of boarding cards (Boarding) of contracting commercial flights.
15. Supervising VIP's rooms and hospitality workers.
16. Making visa and entry visas to the Kingdom especially for Crew members.
17. Preparation of drivers and buses of flights crews from and to the hotels and the reservation of their passports in the airport.
18. Writing and printing reports and flight postings and saving the copies of the company.
19. Distributing the reports and postings to the governmental circles and entities participating in the airport.