

MAMDOUH AL-ENEZ

PROFILE

Ambitious, results-driven, and experienced branch manager driving initiatives to increase sales, revenue, and profits; analysts; and decisive thinker who can win employee trust and collaboration; negotiate profitable supplier agreements, and increase revenue through superior customer engagement and operations management practices in a competitive environment where leadership skills are required.

CONTACT

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EDUCATION

**TECHNICAL COLLEGE IN TABUK
CITY**

Diploma in Accounting | 2010

EXPERIENCE

Branch Manager

AlBilad Bank | May 2021- Present

- Prepare the branch's financial statements.
- Manage staff and oversee day-to-day operations.
- Recruit and interview potential new staff.
- Assist with customer service to guarantee total satisfaction.
- Supervise the budget and financial reports.
- Create strategies and projections that are tailored to future needs.
- Work on expanding your business and acquiring new customers.
- Employees must be trained and their performance must be evaluated.
- Develop tactics to guarantee that sales goals are reached.
- Prepare sales reports.
- Create and sustain client connections.
- Communicate with other branches in order to discuss techniques.

Team Leader

AlRajhi Bank | 2018- Apr 2021

- Managing the team's day-to-day activities.
- Motivating the team to fulfill the organization's objectives.
- Creating and implementing a timetable to meet goals.
- Tasks are delegated to team members.
- Team members are being trained to maximize their capabilities.
- Giving team members the resources they need to improve their confidence, product knowledge, and communication skills.
- Conducting quarterly performance evaluations
- Contributing to the company's growth through a successful team.
- Creating a nice working atmosphere that motivates and encourages the team.

Relationship Manager

AlRajhi Bank | 2016- 2018

- Establish and strengthen connections with customers.
- Examine bank operations to guarantee that customers are completely satisfied with their purchases.
- Identify possible prospects and notify the sales team so that they can be followed up on.
- Clients should be educated and informed about the bank's goods, services, and special offers.
- Respond to consumer concerns and address issues as soon as possible.
- Conduct customer satisfaction surveys and make recommendations on how to improve client satisfaction.
- Collaborate with internal divisions to guarantee that the bank fulfills the expectations of its customers.
- In charge of the customer relationship management system.

AWARDS

- 2012 : Best Customer Service Officer | AlRajhi Bank.

SKILLS

- Customer service.
- Organization.
- Accounting.
- Financial Management.
- Cash Handling.
- Team leader.
- Leadership.
- Time management.
- Proficiency in Microsoft Office.

COURSES

- Excellence Team Leader Certificate.
- Bank Safe.
- Serve with a Smile.
- Money Laundering Detection Course.
- Detecting Fraud and Forgery.
- Monetary Agency systems course.

Operation Manager

AlRajhi Bank | 2015-2016

- Creating, executing, and updating bank operational policies and guidelines.
- Working with the human resources department to develop job descriptions, hire qualified candidates, and manage employee training programs.
- Collaborating with the human resources department to establish and implement employee assessment criteria.
- Collaboration with department leaders to create financial strategies and maintain company-wide operational compliance.
- Maintaining a record of the company's sales margins and conducting budget reviews in order to optimize profitability.
- Managing customer support services.
- Procurement and resource allocation management.

Head Teller

AlRajhi Bank | 2013- 2015

- Maintains a cash drawer and balances and audits it according to policy and schedule.
- In charge of supervising other bank tellers and their cash drawers.
- When a teller's drawer does not balance appropriately, this person investigates the reason of the overage or deficit.
- Encourages the other bank tellers to maintain a polite and professional demeanor at all times.
- Educates new tellers on banking practices and procedures.
- Handles irritated or outraged consumers.
- Access to the vault and safety deposit boxes is provided.
- ATM machines are replenished and troubleshooted.
- Transports money to the vault and audits it on a regular basis with the assistance of a second employee.
- Information is relayed to bank authorities; reports may be generated at the conclusion of each shift for reference.

Teller

AlRajhi Bank | 2012- 2013

- Transaction recording includes logging checks and creating transaction reports.
- Currency counting and packing
- Cash drawers must be reconciled.
- Establishing new accounts and assisting with loan applications.
- Foreign currency exchange.
- Increasing awareness of the bank's goods and services.
- Maintaining the privacy of clients' personal information.
- Communicating with other members of the bank's staff.

Customer Service Representative

AlRajhi Bank | 2010- 2012

- Open and maintain customer accounts by recording account information.
- Manage large amounts of incoming calls.
- Identify and assess customers' needs to achieve satisfaction.