

Nouf Alswailem

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Experience

Arab National Bank- Banking Service Unit

Senior Customer Care Representative

April 2019- June 2020

- Responded to enquirers, and controlled data-entry into the computer system.
- Worked on various assigned operations and administrative functions/ processes of the department.
- Ensured proper documentation and approval for all applications and transactions. Plus, following up with various Head Office departments/ branches.

Officer Customer Complaints

June 2020- 20 August 2020

- Managed investigating and responding to complex complaints in a timely manner.
- Negotiated suitable resolutions to complaints and worked within a process of several stages.
- Sustained superior employee performance review.

Credit Cards Unit

Officer Customer Complaints

23 August 2020- Present

- Manage the credit card program such as the issuance, renewal, and modification; cancellation, records retention, and distribution lists; compliance issues and customer service.
- Accurately identify and resolve billing/product disputes.
- Support clients' inquiries for all offerings and all programs.

Education

Diploma in Business Administration - Princess Nora University

2013- 2016

- Graduated with a GPA of 3.29/5
- Had an Internship at The Saudi Investment Bank

Activities

- Attended a course on Business Continuity Awareness- 2019
- Attended a course on Compliance, Money Laundering and Terrorist Financing- 2019
- Attended a lecture about Capital Market, Investment and Saving by the Head of Portfolio Management at MaCeen Capital- 2015
- Awarded for voluntary activities- 2013



Skills

- Good user of Finicale, Capri and Apex
- Excellent communication skills
- High sense of responsibility
- Excellent time management skills
- Able to motivate and direct others
- Able to express ideas clearly and confidently
- Good skills in using Microsoft Office

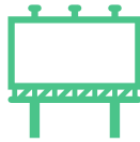
Languages

- Arabic (Native) ★★★★★
- English ★★★★★

Interests



Entrepreneurial flair



Marketing enthusiast



Eager to learn new things