

SAMER ALSAFWANI

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City/Date of Birth: Dammam, 26 Jan 1987

Status: Divorced

No of Dependents: One

PROFILE

I have worked in the banking sector in the service of my customer for 11 years, Including Sales, Services, Communication, Building relationships, Solving problems, Preparing reports, Achieving goals and Leading the team

EDUCATION

FEB 2005 – JUN 2007

Diploma Executive Secretary, Institute of Public Administration – Dammam

- GPA 3.6 of 5

EXPERIENCE

JUN 2008– JAN 2020, (SABB BANK)

Teller

- Accept cash or money orders deposited by customers, credit customers' accounts and issue receipts and statements
- Conduct foreign currency transactions for overseas
- Dealing with cheques such as depositing, withdrawing and issuing internal cheques
- Balance cash
- Answer customer enquiries
- The ability to make calculations quickly and accurately

Customer Service

- Identify customer needs and refer customers to appropriate banking services and specialists
- Achieving sales target and bank goals
- Dealing with the level of customer knowledge of the services and products offered by the bank
- Helping customers with problems they face and providing solutions and advice on all their inquiries
- Selling banking products such as savings accounts, credit cards, personal and real estate finance, and takaful programs
- Open and close accounts and issuing an ATM cards & credit cards

Customer Relationship Manager,

- Submit customer satisfaction survey reports
- Dealing with VIPs customer with high attention and professionalism
- Communicate with customers through various social media
- Immediately respond to customer inquiries
- Handling employee and customer complaints and identifying appropriate solutions

- Work with management to evaluate and improve processes and policies
- Building relationships with new clients and maintaining existing relationships through networking, visits
- Achieving functional goals, bank sales and customer wealth management
- Monitoring and reporting of suspicious revenues and cash flows
- Determine the priority issues and complaints to be dealt with
- Follow up the achievement of goals (Monthly - Semi-Annual - Annual)
- The ability to perform calculations and financial operations quickly and accurately

MAY 2007– JUN 2007 (SAUDI POST)
Executive Secretary (Trainer)

SKILLS & LANGUAGE

- English Language
- Communication
- Teamwork
- Leadership
- Microsoft word and excel skills
- Goal Oriented
- Time Management
- Fast Typing in Arabic & English by the keyboard

CERTIFICATES

- Retail Banking Professional Foundation
- Financial Crime Risk Responsibilities
- Protecting Our Information
- Awareness of Job Flexibility
- Reputational Risk
- Mandatory Email Security
- Protecting Our Information
- Health & Security
- Email Security
- Wealth Management Program– EDRAS (Selling Skills)
- Service Quality Standards