

## **Sarah Abdulataif Alafaliq**

Saudi Arabia, Riyadh

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### **Career Objective**

To obtain a position that will fully utilize my skills and offer an opportunity for continued professional growth, will gladly join a progressive, winning team to achieve company goals as qualified sales and marketing professional that see challenges as opportunities to learn.

### **Professional Experience**

#### **Arab National Bank,**

Eastern Region

➤ **From: (March 2015 – Jan 2018 ) As Control and Quality Manager :**

#### **Main Job Responsibilities:**

- Ensuring the bank and SAMA rules and regulation are implemented and followed.
- Ensuring that the branches are conducting their work without any legal errors.
- Ensuring the workflow is according to the bank's policies and procedures.
- Ensuring appropriate work environment.
- Ensuring that the customer service is properly provided.
- Coordinating between branches and control & quality department.
- Prepare observations/ findings report of branches
- Set up workshops in all branches on a quarterly basis in respect of any new regulations or requirements and ensure to correct any previously earmarked observations.
- Cooperating with the team in the branch to overcome and correct any recorded observation.
- Evaluating of branches based on observations recorded.
- Participating in the implementation of the of Internal Audit matrix.
- Participating in the investigation in the event of any irregularities such as theft, fraud.
- Conducting an inventory of cash, checks and cards and compare to the system records.

#### **Allianz Saudi Fransi,**

Ladies Branch, Riyadh

➤ **From: (Apr 2014 – Jan 2015 ) As A Branch Manager :**

#### **Main Job Responsibilities:**

- Managing the branch operations on a daily basis.
- Ensuring the achievement of the branch goals and objectives.

- Conducting weekly meetings with the branch staff.
- Monitoring the daily activities of the branch staff.
- Motivating and supporting the branch team.
- Evaluating the performance of the sales team.
- Coordinating with the head office to set up the branch strategic business objectives and sales goals and provide them with the required reports.

## **Takaful Ta'awuni Division (TTD), Bank Al Jazira (2007 – 2013)**

Ladies Branch, Dammam

### **Achievements:**

- Established a full-fledged ladies branch (Dammam Ladies Br) in terms of hiring the staff (40 people), training & development and all needed operational tasks.
- Achieved excellent results of the branch performance and overachieved the sales targets.
- Won the kingdom wide best branch performance for achieving the results several times.
- Delegated as acting kingdom ladies branches manager during the annual vacation.

### ➤ **From: (Oct 2008 – 2013 ) As A Branch Manager :**

### **Main Job Responsibilities:**

- Managing the branch operations on a daily basis.
- Ensuring the branch activities are running with the most efficient and productive manner
- Hiring & Training.
- Conducting job interviews.
- Setting up the marketing and sales plans.
- Motivating and supporting the branch sales and administration staff.
- Overcoming the operational obstacles and resolving the branch problems.
- Evaluating the performance of the sales and administration staff.
- Coordinating with the head office to set up the branch strategic business objectives and sales goals.
- Follow up on achieving the branch monthly and yearly sales goals.
- Setting up the periodic meetings with the branch staff.

### ➤ **From : (May 2008 – Sept 2008 ) As An Acting Branch Manager :**

### **Main Job Responsibilities:**

- Mentored and developed Takaful Sales Advisors (TSA) to become unit managers.
- Established Dammam Ladies Branch entirely and recruited the right and competent human resources.
- Conducted many job interviews and trained the new comers.
- Implemented the marketing & sales plan and achieved the sales targets.

➤ **From : (Jan 2008 – April 2008) As A Unit Manager :**

**Main Job Responsibilities:**

- Collected and shortlisted CVs of TSA.
- Conducted TSA job interviews.
- Trained TSA team on basic selling skills, successful communication and client complaints handling.
- Achieved the personal and TSA sales targets and collection.
- Conducted the periodic meetings with TSA team.

➤ **From : (Jan 2007 – Dec 2007) As A Sales Advisor (TSA)**

**Main Job Responsibilities:**

- Achieved the sales monthly sales targets.
- Marketed the TTD's products either by visiting the clients or through the office calls.
- Conducted successful communication missions with clients.
- Collected client late installments.
- Coordinated with the approved hospital network and made the necessary medical checkup appointments to complete the sales deal.
- Being one of the first joiners of Riyadh ladies branch I participated in establishing the ladies branch with the branch's manager.

### **Education:**

- ✓ Diploma of Networking and Internet Administration - Al-Imam Muhammad Ibn Saud Islamic University, Al Faisal Academy -2005 (Grade: 4.08 out of 5.00).
- ✓ Passed the first level of Principal of Insurance: Life, Health and Annuities LOMA 280 in 2009
- ✓ Studied Diploma of Marketing (partially completed) from Pro-Serve, Riyadh in 2007

### **Main Training Courses**

- ✓ Leadership Skills, Allianz Saudi Fransi (2014)
- ✓ Personal Effectiveness and Building Relationships, The Institute of Banking (2014)
- ✓ Leadership Development, Civil Social Development Committee (2013)
- ✓ Basic Selling Skills, Al Jazira Bank, (2007)
- ✓ Skills Development and Capacity Building, Al Jazira Bank, (2010)
- ✓ Basics of Customer Service, Al Jazira Bank, ( 2010)
- ✓ Certificate Trainer, Al Izdihar Center, Jeddah (2010).
- ✓ Induction Program for New Staff, Arab National Bank, (2015)
- ✓ Combating Financial Banking Fraud, Arab National Bank, (2015)
- ✓ Compliance Awareness: AML/CTF, Arab National Bank, (2015)
- ✓ Customer Complaints Resolution, Arab National Bank, (2015)
- ✓ Code of Ethical Behavior, Arab National Bank, (2015)
- ✓ Principal of Banking & Types of Accounts, Arab National Bank, (2015)
- ✓ Consumer Protection Codes, Arab National Bank, (2015)

- ✓ AML/CTF: Know Your Customer & Enhanced Due Diligence, Arab National Bank, (2015)
- ✓ Service Excellence & Selling Skills, Arab National Bank, (2015)
- ✓ Islamic Banking and Bank Products, Arab National Bank, (2015)
- ✓ Methods of Detecting Counterfeiting & Forgery in Banknotes & Documents, Arab National Bank, (2015)
- ✓ Information Security Awareness, Arab National Bank, (2015)
- ✓ Rules & Guidelines: Opening Bank Accounts & High Risk & Unclaimed Accounts, Arab National Bank, (2015)
- ✓ The Retail Banking Professional Foundation Certificate, The Institute of Finance, (2015)

## Competencies

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| <ul style="list-style-type: none"> <li>• Creativity and Innovation.</li> <li>• Results Orientation.</li> <li>• Adaptability.</li> <li>• Continual Learning.</li> <li>• Multi-Tasks Ability.</li> <li>• Values and Ethics.</li> <li>• Leadership.</li> </ul> | <ul style="list-style-type: none"> <li>• Committing to quality.</li> <li>• Interpersonal Skills.</li> <li>• Influencing/Negotiating.</li> <li>• Teamwork.</li> <li>• Accountability &amp; Entrepreneurship</li> <li>• Conflict Management.</li> <li>• Decision-making.</li> </ul> |
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## Personal Vitae

Date of Birth:	20 <sup>th</sup> Jul, 1981
Nationality:	Saudi
Languages:	Arabic and English
References:	Available upon request.