



# Saud Mohammed bin Eidan

## Contacts

- Saudi
- Riyadh
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- Sauded@twitter.com
- <http://linkedin.com/in/saud-al-aidan-789692128>
- Married
- 10/08/1985

## Languages

Arabic

English

## Technical skills

Excel

Word

PowerPoint

## Objective

Harnessing my strong sense of responsibility, dedication and strong motivation to work to benefit from the qualifications and skills that I obtained through my academic achievement in serving and developing of your work, have experiences, experiences and adaptations & Possess skills from past and present experiences "Customer experience, Quality management, Motivations for my staff "

## Education

- Commercial high school diploma**  
Department of office work
- Certificate of English**  
ELS Institute | 240 hours - 6 Months

## Certificates

- Certified Trainer** - Canada Center for Human Development.
- Certified Trainer** - London Academy Center for Human Development.
- Certified Trainer** - Ministry of education for Human Development in KSA.
- Certified Trainer** - Technical and Vocation Training Corporation.
- The Retail Banking Professional Foundation (RBPFC).**

## Experience

- Training and Coaching Manager (Acting) - SABB Bank**  
Working to manage training and coaching team members CPM & EPM areas in the contact center department Oct 2015 - present  
it has many units (Inbound, Outbound Sells, E-Services & Private Banking) in order to develop the staff to achieve our KPI's.  
- Through providing training courses to new employees regarding to know all courses for the new employees so they can know all the (Introduction - Product - Systems - Risk - Skills - Community Services) needed, also following up on their performances for old & new employees with increasing their knowledge and giving refreshments sessions for each staff.  
The training & coaching responsibilities are to make monthly exams & meetings with agents to make sure that all employees can achieve our aim through the T&C activities
- Training Officer - SABB Bank**  
Working in the contact center to provide training for all new agents the (Introduction - Product - Systems - Risk - Skills - Community Services) and to follow up with the old agents with the courses needed as (Refreshments - Skills - Increase their knowledge - Rick - Community Services or any new product/ system) in order to achieve our KPIs, Also creating a monthly exams and providing training skills for all employees including supervisors to make sure they are getting updated with the latest info/ updates. Started.  
from Aug 2013 as a (Training Contact Center officer) until Oct 2015



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## Experience

### ◆ **Training & Recruitment Supervisor - Arab National Bank**

- Working in Alternative delivery channels department to provide training product & systems with skills to all staff also making interviews with new joiners & coordinate with HR in order to make sure that the process has been completed. Started Nov 2006 until Jul 2013.

Also creating a training plan of the year for all our staff to make sure the training plan will help and cover the business needs also this training plan will help our staff to increase their knowledge and help them to improve, Also to review the training requirements that comes from our business department before sending it to HR/Training department, the training programs really doesn't need modification or adding such (Merging the names of training - Change course name - Abbreviation courses - Review the training required are compliance with employee work ).

- Coordination with HR Training regarding the date of training for our staff that will Commensurate with the presence for them, Followed up with the employees to inform them of the place and time for training.

- Take the feedback from our staff after he/ she attend the training in order to know the training program notes to avoid or counties nominating for this training program

### ◆ **Customer Service Supervisor - Arab National Bank**

Worked in the contact center as a Supervisor in the international transfers | Jan 2008 until Mar 2009,

This is a new unit in phone banking services, Also my responsibilities was to create this new role with its new process and procedures regarding for all scripts that will be used within ANB customer's and arranging all workflow with quality & control the teams in order to ensure all services are stable in future

### ◆ **Customer Service Agent - Arab National Bank**

Worked in the contact center as an agent to serve our customer's Nov 2006 - Jan 2008 | 1 year & 3 months

### ◆ **Data Entry - AlKhereiji Consultant Company**

Dec 2004 to Oct 2006 | 1 year & 11 months in Riyadh.

### ◆ **Public Relations**

A.T.E Company Worked | Nov 2003 - Dec 2004



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## Courses

- ◆ Certified Counselor Training Center Trainer Course
- ◆ Basics of banking business - Arab Bank
- ◆ Continuity of the work - The Arab Bank
- ◆ Distinguished Service - Development studies institute
- ◆ Supervision skills and team building - The Institute of Banking
- ◆ Money laundering and anti-terrorism course - The Arab Bank
- ◆ Positive thinking of the Canadian American Center for Human Development course
- ◆ Ten habits of successful of the character of the Canadian American Center for Human Development
- ◆ Customer experience SABB
- ◆ An operating risk
- ◆ Awareness of the fight against money laundering and its consequences
- ◆ Islamic banking principles
- ◆ Means of Islamic finance (first)
- ◆ Risk of information security
- ◆ Sanctions
- ◆ Money laundering (detection, deterrence, protection)
- ◆ Information Security course information security, protection of reputation)
- ◆ Bribery and corruption (adopting the right measures)
- ◆ Penalties course everyone's responsibility
- ◆ Reputational risk business distortion - at your fingertips

## Certificates of Thanks

- ◆ Received a thanks certificates for the best employee of the month The Arab Bank | 2007
- ◆ Received a thanks certificates for the best employee of the month for (sales) The Arab Bank | 2008
- ◆ Received a thanks certificates for the best employee of the month for (sales) second time The Arab Bank | 2008
- ◆ Received a thanks certificates for the best Supervisor of the month in The Arab Bank | 2010
- ◆ Received a thanks certificates for, "Visit your child to work Saudi British Bank | 2015
- ◆ Received a thanks certificates for, "Positive thinking" SAP | 2018

## Skills

- ◆ Giving interviews for new candidates for an employment
- ◆ Build up a team in order to work with skills as one team
- ◆ Negotiation and communication skills with others
- ◆ Skill diction and developmental work and training sessions for employees
- ◆ Finding solutions and to contribute to developmental proposals to provide the best level of action
- ◆ I can provide training in (Product - Systems - Risk - Community Service - Communication Skills - Sealing Skills - Telephone Banking Skills - Think Yes - Excellent Service)
- ◆ Community service skills and initiatives
- ◆ love challenges
- ◆ Find solutions to problems and solve them
- ◆ have a skill to communicate information in a simple way
- ◆ Skills of change, addition and learning of everything new.