

# TARIQ AHMED ALRAWAF



## PERSONAL SUMMARY

A dynamic and forward-thinking leader, experienced and accomplished Director of Spatial Centers, Branches & Call Centers with 21+ years of experience in preparing change management strategies to reduce expenses, increase revenue, and maximize efficiency while overseeing a wide range of fiscal and administrative functions.

Highly skilled in analyzing accounting and financial data, creating and managing budgets, and researching and identifying growth opportunities.

## WORK EXPERIENCE

**Director of Centers, Branches, and Call Centers** 10/2020 - Present  
**Saudi Business Center**

- Determine branches' targets and objectives to support realizing the plans and strategies of the center.
- Overseeing the provision of integrated services in all branches; managing activation, modifications enhancement processes.
- Ensure applying highest quality rates for provided services in all branches and spatial center and prepare required reports.
- Contribute in determining continuous improvement opportunities for systems and processes, taking into consideration pioneering practices, changes in the business environment, cost reduction and productivity improvement.
- Providing support to branch managers on demand, resolving arises problems and effectively answering queries in timely manner.
- Acting as a focal point between the headquarters and the branches; overseeing the overall performance in accordance with KPIs and SLAs.
- Ensure the proper handling of investor complaints in coordination with the investor experience team; ensuring complaints are resolved on time.
- Ensure continuous contact with investors by organizing events, workshops and conferences.
- Ensure the establishment of communication channels with investors to introduce the basic services and the added value provided.
- Manage branch publications, press releases, etc. in coordination with the Marketing and Communications Manager to ensure effective communication of relevant information to internal/external stakeholders and maintain the reputation of the Center through various channels.

**Product Manager (Qawaem Program)** 02/2020 - 09/2020  
**Saudi Business Center**

- Communications with stakeholders (system issue, find solutions, meet stakeholders' needs and follow up for the payment).
- Linking, liaising and controlling communication with banks, financing companies and beneficiaries from Qawaem program.
- Offering and marketing Qawaem products for beneficiaries.
- Opening new domains and windows for Qawaem products and services.
- Working on financial report required form stakeholder.



المركز السعودي للأعمال  
Saudi Business Center



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## CONTACTS


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## EDUCATION

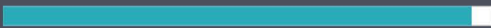
 Diploma in Linguistics &  
Translation  
King Saud University  
2002

## PERSONAL SKILLS

Financial Services & Banking Products



Business Management



Strategic Planning



Leadership and Teamwork



Effective Communication



Creative Problem Solving



Computer and MS Office



## LANGUAGES

Arabic: Native

English: Fluent

## WORK EXPERIENCE



**Head Office Branch Manager; Acting Region Manager** 01/2015 - 01/2020  
**Al Yusr Leasing and Financing Co. Member of Alissa Holding Group**

- Managed branch staff ( sales , After Sales Services , Customers Services , Insurance, total loss, Collection, Financial).
- Dealt with all complaints & difficulties.
- Identified possible sales opportunities.
- Generated new business for the organization.
- Achieved the Sales & customers service targets.
- Worked to ensure branch is in compliance with all regulations.
- Maintained exceptional customer service standards



**Senior Customer Relations Manager and Acting Branch Manager** 07/2012 - 12/2014  
**Saudi Investment Bank**

- Supported Management Affluent & High Net Worth make the right decisions with their accounts.
- Preparing & introducing financial services offered.
- Identifying possible sales opportunities, attracting new customers, & enhancing stocks for both new & current customers.
- Generating new business for the bank.
- Solving customers' problems & developing investment plans.
- Managing the branch, staff, operations, & sales.



**Operations & Sales Manager** 06/2008 - 07/2012  
**Saudi Investment Bank**

- Managed the operations & customer service areas Supervised all aspects of branch operations, customer service, new accounts, account servicing, & problem resolution.
- Worked closely with the Bank manager to ensure branch is in compliance with all operational regulations & guidelines.
- Maintained exceptional customer service standards & other duties as assigned Achieved sales targets.



**Customer Service Supervisor** 06/2007 - 05/2008  
**Saudi British Bank - SABB**

- Developed customer service policy organization wide.
- Managed staff & handled customers.
- Resolved daily issues & complaints.
- Managed credit cards & loans.



**Stock Broker** 05/2006 - 05/2007  
**SAMBA Financial Group**

**Supervisor in K.K.H Unit** 04/2006 - 05/2007  
**SAMBA Financial Group**

**Retail Banking Officer** 04/2002 - 05/2007  
**SAMBA Financial Group**

## TRAINING & CERTIFICATIONS

	<b>Multiple Trainings</b> Leoron PDI
06/2020	• How Covid-19 Affects the Supply Chain, Procurement, and Contract Management Sectors
06/2020	• Managing Risk in a Dynamic Environment
05/2020	• Private Equity Valuations in the 2020 Market
05/2020	• Cash Management in Crisis
05/2020	• Corporate Financial Management (CFM) - Webinar on Opportunities in a COVID-19 Era
	<b>Training Course</b> Rodna Training Centre
10/2019	• Leadership and Administrative Skills
	<b>Training Course</b> ALMAWARID Training Solution
10/2019	• Modern Skills in Rising Performance Levels and Increasing Productivity
	<b>Training Course</b> AIMS
07/2018	• Problem Solving and Decision Making
	<b>Multiple Trainings</b> The Banking Institute, SAMA
06/2009	• Development of Creative Thinking
06/2009	• Total Quality Management
06/2009	• Anti Counterfeiting & Money Laundering
05/2006	• Financial Intermediary Certificate
05/2009	• Problem Solving and Decision Making
05/2009	• Auditing Based on Risk
04/2009	• Effective Communication
	<b>English Training</b> The British Council Riyadh
09/2013	• Elementary (3) - E3M1
11/2012	Grade: A
	<b>Advanced Training</b> The Saudi Investment Bank
09/2013	• BCP, AML, & Compliance Training
05/2013	• Sales & Customer Care
11/2012	• Effective Management Habits for Managers
	<b>SAMBA Center of Banking &amp; Finance</b> The Institute of Finance
04/2007	• Communicating with Confidence
	<b>Training Course</b> Al Nahal Computer Institute
6 Months	• Computer Course