

MNAYER NAJI

Phone: 0564563042 | Email: Mnayers@gmail.com | LinkedIn: linkedin.com/in/mnayer-naji

Professional Summary

Motivated and bilingual assistant specialist in psychology with a strong background in customer service, sales, and event support. Skilled in resolving complex client issues, promoting services, and managing sales operations. Committed to delivering exceptional service and fostering client trust. Known for adaptability, professionalism, and excellent communication in both Arabic and English.

Volunteering & Activities

Autism and Child Development Training Course | Sep 2018
Library Volunteer - King Abdulaziz University | Nov 2020
Daily book organization and library support (4 months)

Core Competencies

- Office Work, Handling correspondence, organizing files
- Relationship Management (CRM), Strategic & Social Selling
- Event Coordination & Public Engagement
- Microsoft Office (Word, Excel, PowerPoint)

Professional Experience

SNB Alahli International Bank (via ESNAD) – Jeddah | Sep 2023 – Aug 2025

After Sales & Scheduling Coordinator

- Managed and organized schedules and calendars for meetings and daily tasks, ensuring high efficiency and smooth operation.
- Reviewed and resolved problems to ensure client satisfaction and service continuity.
- Delivered customer service for Al-Wisam, Platinum, and private clients in both Arabic and English.
- Provided professional banking support while ensuring compliance with service quality standards.
- Maintained accurate client data in Excel for record keeping.
- Communicated with clients via calls to address inquiries and follow up on issues.

NTR & LCW Kiki (Cenomi) – Jeddah | Nov 2021 – Jul 2023

Sales Executive & Store Supervisor Assistant

- Prepared and submitted daily sales reports to track performance.
- Managed sales activities including lead engagement, closing, and post-sale support.
- Entered and updated data in Excel for organized record-keeping.
- Conducted store inventory regularly to ensure stock accuracy.
- Delivered personalized service to ensure high customer loyalty and satisfaction.

Seasonal Roles

- Sales Representative – Jeddah Outlet | Jun 2018 – Oct 2018
- Event Coordinator – KAEC Jeddah Season | Feb 2019 – Mar 2019
- Marketing Assistant – Olivia Medical Center | Feb 2018 – Mar 2018
- Food Preparation Staff – Go & Grab | Feb 2019 – Mar 2019
- Promoted medical services during Hilton Hotel campaigns, attracting 250+ visitors.

Certifications & Training

- License Saudi Commission for Health Specialties, Assistant Specialist | 2022
- Retail Banking Foundations 4th Edition – Saudi Central Bank Academy | Issued Aug 2024, Expires Aug 2027
- Credit Advisor Foundations 4th Edition – Saudi Central Bank Academy | Issued Aug 2024, Expires Aug 2027

Education

Bachelor's Degree in Psychology – King Abdulaziz University, Jeddah

Languages

Arabic – Native
English – Excellent