

Ali Mohammed Al-Khalaf, STEP

Customer Services

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Saudi Arabia

SUMMARY

Dedicated Customer Service Officer with a proven track record of delivering exceptional service in the banking sector. Recognized for adeptly handling customer inquiries, resolving issues promptly, and fostering positive relationships. Essential in ensuring customer satisfaction, retention, and building trust within the banking industry. With a commitment to excellence and a passion for customer care, strive to exceed expectations and contribute to the success of the organization.

EXPERIENCE

Alderees Company | Saudi Arabia

Customer Service Officer | October 2022 – Present.

- Specialize in opening government, corporate accounts for the Waie program, ensuring compliance.
- Manage orders, purchases, and shipping accounts, data updates and providing continuous client support.
- Assist clients with Waie program requirements for smooth account management.

Alrajhi Bank | Saudi Arabia

Business Solutions Manager | May 2022 – September 2022.

- Manage corporate account openings and data updates, ensuring accuracy and compliance.
- Facilitate financing solutions for businesses, including point-of-sale financing and issuing bank guarantees.
- Handle cash operations for companies, including deposits, transfers, and other banking transactions.

Riyad Bank | Saudi Arabia

Customer Service Officer | August 2018 – September 2021.

- Facilitate the opening of individual and corporate accounts, ensuring all necessary documentation and information were updated.
- Handle various financing requests, including personal loans, real estate financing, car loans, and credit card.
- Manage the issuance of bank guarantees and followed up on other customer requests.

EDUCATION

Qassim University| Saudi Arabia

Bachelor of Mathematics | GPA= 3.14/5.

OTHER

● Course & Certificate:

- The Retail Banking Professional Foundation Certificates | The Institute of Finance | 2018.
- Basics of banking certificate" from | Creative Sources for Training & Consulting | 2018.
- Develop the skills of employees and job seekers | Creative Sources for Training & Consulting | 2018.
- SABB Academy | certificate of completion | 18 February 2018 – 3 May 2018.
- Course In Entering Information And Analyzing Text | September 2016 – February 2017.
- Training of Trainers Course |TOT.
- STEP 70 Course.

● Technical Skills:

- Banking Software proficiency.
- CRM Systems.
- Online Banking Platforms.
- Account Verification.
- Financial Products Knowledge.
- Regulatory Compliance.
- Proficiency in Microsoft Office Suite.
- Strong General Computer Skills.

● Soft Skills:

- Communication.
- Problem-Solving.
- Attention to Detail.
- Decision-Making.
- Leadership.
- Critical Thinking.
- Analytical Thinking.
- Time-Management.
- Flexibility and Adaptability.
- Collaboration and Teamwork.

● Languages: Arabic, English.