

RAJAI AL-DHURAIIF

Qatif, Eastern Province
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OBJECTIVE

Seeking a challenging position in a productive and progressive organization to utilize my knowledge and experience in the field of brokerage and relationship management.

PERSONAL INFORMATION

Marital Status : Married
Nationality : Saudi
Number of Dependents : 3
DoB : 17/04/1984

PROFESSIONAL EXPERIENCE

Saudi Fransi Capital (SFC), Qatif, Eastern Province

Relationship Officer

(Nov. 2009 - Present)

- ❖ Supporting client retention strategies for existing customer base and for new customers
- ❖ Handling all customers' inquiries in a proactive way.
- ❖ Hands-on experience monitoring sales of various investment products.
- ❖ Preparing daily and monthly sales report and providing suggestions to the management.
- ❖ Participating in promotional campaigns of the company.
- ❖ Handling and resolving customers' complaints.

Local Shares Broker

(Dec. 2007 - Nov. 2009)

- ❖ Handling orders' feed into the trading system on behalf of the customers.
- ❖ Monitoring daily customers' trades.
- ❖ Following up with daily trades' confirmation and portfolio position for major customers.

Aldhuraif Ceramic, Qatif, Eastern Province

(Dec. 2012 - Present)

Sales Manager

- ❖ Revising and implementing Sales strategies and techniques and ensuring proper training of all employees
- ❖ Developing a professional and excellent level of customer services with existing and new clients.
- ❖ Supporting employees' sales and service activities to generate profitable premium growth and market share.
- ❖ Analyzing local market trends and competitive actions to develop strategic plans to grow sales volume and market shares.
- ❖ Accountable for channel and end-user sales development, new market identification and penetration and negotiations.

SABIC (Petrochemia), Jubail, Eastern Province

Administration Assistant
2007)

(Aug. 2006 - Dec.

❖ Part of Coop Training

EDUCATION

Arab Open University

B.Sc., Business Administration

(June 2011 - Present)

King Fahd University of Petroleum and Minerals

Associate Degree, Business Administration

(January 2007)

COURSES

English (Intermediate 4)

British Council, KSA

2013

Global Assessment Certificate (GAC)

Arab Open University, Bahrain

2011

Communication Skills

Banque Saudi Fransi, KSA

2008

Anti-Money Laundering

Banque Saudi Fransi, KSA

2007

Understanding Investment and Sales

IMPACT, Bahrain

2007

PROFESSIONAL CERTIFICATES

Capital Market Exam-3 (CME-3)

Capital Market Authority, KSA

2013

Capital Market Exam-1 (CME-1)

Capital Market Authority, KSA

2011

Tadawul License

Capital Market Authority, KSA

2007

LANGUAGES

Arabic - Native language

English - speak, read, and write with very good proficiency

SKILLS

- ❖ Effective communication skills.
- ❖ Proactive customer service skills.
- ❖ Attention to Details.
- ❖ Computer Skills.
- ❖ Works well under pressure and meets deadlines.
- ❖ Works well alone or as a team player.

REFERENCES

References available upon request