

# Ashraf Hussain Al-Howaidi

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Tel: 013-856-1564

Mobile: 0505-877-962

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## **Objectives**

To obtain a position within my chosen field where I can utilize skills and experience as hard-working, well-educated employee for achieving a high ambition in everything I do and fighting a challenge for best work.

## **Personal information**

Marital status: Married

Nationality: Saudi

Date of Birth: 1981-Aug-16

Place of Birth: Dhahran

## **Education**

Bachelor of *Information Technology & Computing*

**Arab Open University**, Dammam, 07/2014

Diploma of Accounting

**Institute of Public Administration**, Dammam, 04/2006

## **Work Experience**

**Current:**

Customer Service Representative, **Saudi British Bank – SABB**

07/2019 – till date

Customer Service Representative, **Alawwal Bank**

05/2007 – 06/2019

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## **Responsibilities include:**

- Accounts management (Open, administer accounts, update customer information, manage and archive data)
  - Apply principles of accounting on daily reports
  - Train and supervise new hires
  - Receive foreign customers and solve customers' cases
  - Supporting staff in different cases and other branches to
  - Approve loan requests
  - Sending E-mails to other departments professionally for different cases.
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- Maintains solid customer relationship .
  - Providing a new ideas in the morning meeting to support work for better result .
  - Following up pending cases to be closed on time .

## **Also worked at the following:**

- Branch Operation Officer (BOO)
- Service Agent
- Cash Management Team
- Ras Tanura Aramco Branch
- Customer Service Representative

## **Previous:**

Customer Service Representative, Internship at SAMBA Bank, Dammam  
02/2006 – 04/2006

## **Skills**

- **P**roficient English written and spoken
- **E**nglish typing 55 w/m
- **M**icrosoft Office (Word, Excel, Power Point, Access)
- **C**ustomer care
- **T**eamwork
- **H**tml
- **S**chedule and arrange meetings
- **C**ommunication skills
- **S**upporting Staff advising
- **S**elf-motivation
- **P**roblem solving
- **P**rofessional Emails

## **Courses & Training**

- **Self-Time & stress Management**
- **Account and Deposits**
- **Principles of Accounting**
- **Communication & Presentation Skills**
- **Detecting Forgery & Counterfeiting**
- **Professional English Business Writing Skills Course**
- **Selling skills**
- **Customer Care**
- **Retailing skills**
- **Negotiation Skills**
- **Business Reports writing**
- **Customer Products Knowledge**
- **Supervisory management skills**

## **Certificates of Achievements**

- Certificate of Appreciation for five years of continuous service in 2013.
- Certificate of Achievement for ten years of continuous service in 2017.
- Certificate of Appreciation awarded by International & transaction Banking Group in 2017 for my Outstanding effort in cross-selling.
- Certificate of Appreciation in recognition of Superior service in 2012.
- Certificate of Achievement awarded for completed course in Supervisory Management skills in 2012.
- Certificate of Achievement awarded for completed course in Effective Selling Skills in 2010.
- Certificate of Achievement awarded for completed course in Problem Solving & Decision Making in 2014.
- Certificate of Attendance awarded for completed learning & development plan In Pleased to serve you in 2016.
- Certificate of Attendance awarded for completed learning & development plan In Compliance, AML, Fraud, and FATCA Awareness program in 2017.
- Certificate of Attendance awarded for completed learning & development plan In Principles of Shariah-Compliant Banking in 2017.
- Certificate of Attendance for detecting forgery and counterfeiting course in 2015.
- Certificate of Attendance for Professional English Business Writing Skills Course in 2013.
- Certificate of attendance for Basic Banking Skills for Personnel Services Staff in 2008.

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- RBPFC Certificate for passing the retail Banking Professional Foundation Exam in 2015 from The Institute of banking – SAMA .
- Certificate of Attendance for the Concepts & the Basics of VAT course in 2017.

## **Pervious History :**

- Summer training in Saudi Aramco for 6 Weeks in 1999.
- KFUPM study during 1999 till 2003 .