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| Tarut - Qatif  Saudi Arabia | Mobile 0555080727  E-mail alsafwani@hotmail.com  Nationality: Saudi. |

Azza A. Al-Safwani

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| Objective | Looking for a job that is both secure and challenging, to apply my education, experience and the knowledge I learned. Increasing my Knowledge and work experience. I am willing to work hard with the company management to achieve their goals with quantity and quality of work learned to manage and formulate projects. I am a potential Saudi will accept responsibility and will comply with all the company policy and regulations. |
| Education | 1. A diploma in computer science with GPA average 5 out of 5 from Al-alamiah institute for computer & technology. 2. Successfully completed four years in girls Science Collage in Dammam.   Received bachelor’s degree in Zoology.  Graduated with Honors in June/5/2001. |
| Languages | Arabic, English (fluent speaking and writing) and a little bit Spanish. |
| Job experience | * Worked in Riyad Bank since 15/05/2006 until 31/12/2017 * Worked a customer service and sales specialist then was promoted to an Assistant Manager * worked at ieasyhome as an admin assistant from 14/04/2019 until 30/09/2019 * working at SMAT COMPANY as a operations manager since 08/10/2019 until now . * **Training courses attended and Certificates obtained while in Riyad Bank:** * Siebel CSR Application Training * Marketing& Recent Selling Skills * Qualifying Program - Principles of Banking * Qualifying Program - RB Products (1) * Qualifying Program - Operation Risk * Qualifying Program - Customer Care and Selling Skills * (BWNet) * STARS - Teller Training * Advanced Sales Training Program for Customer service * Selling Skills * Advanced Program - RB Products (2) * Advanced Program - Work Procedure (2) * Advanced Program - Selling Skills * Advanced Program - Legal Aspects of Banking * Specialized Islamic Banking Products * The advanced Level of Star system * Riyad Bank products and service work shop * Sales force training * Competency Workshop * Specialized program – Time Management * Specialized program – Sales Plan * Specialized program – Service Excellence * Certified supervisor banking * (RBPFC) The Retail Banking Foundation Certificate from the Institute of finance |
| Computer skills | Familiar with Microsoft Office Applications such as Word, Power Point, Internet, Outlook, Access, Excel …etc. |