



Hesham Alsadiq

Customer Service Representative at Banque Saudi Fransi

A self-motivated and professional BBA graduate with proficiency in banking, economics and finance skills.



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0549985129



Riyadh, Saudi Arabia



22 June, 1995

PERSONAL SKILLS

Quick Learner

Creative

Flexible

Analytical skills

Ambition

Patience

Decision-Making

Problem-Solving

Work with a Team

Critical Thinking

Professionalism

INTERESTS

Financial News

Reading Novels

Web Design

Technology

Science Fiction

LANGUAGES

Arabic

Native or Bilingual Proficiency

English

Full Professional Proficiency

EDUCATION

Bachelor's in Business Administration (Economics Concentration)

Gonzaga University, (Spokane, United States)

08/2015 - 05/2019

GPA: 3.23 out of 4

High School Certificate (Natural Sciences Section)

Safwa High School, (Safwa, Saudi Arabia)

01/2010 - 05/2013

WORK EXPERIENCE

Customer Service Representative at Bank Saudi fransi

PrimePoint, (Riyadh, Saudi Arabia)

11/2019 - Present

Achievements/Tasks

- Receiving calls through FransiPhone and serve the bank clients by handling their requests, maintenance, complain and many other issues

CONFERENCES & COURSES

Cyber Security Course (05/2022)

Dorooob

Data Analysis Course (05/2022)

Dorooob

Credit Adviser Professional Exam - Second Edition (09/2021)

The Financial Academy

Retail Banking Foundations Professional Exam - Second Edition (08/2021)

The Financial Academy

Methods of Detecting Forgery in Documents (02/2021)

Banque Saudi Fransi, (Riyadh, Saudi Arabia)

Consumer Protection Customers Complaints (01/2021)

Banque Saudi Fransi, (Riyadh, Saudi Arabia)

ESL (English as a Second Learning) Program (05/2014 - 05/2015)

Gonzaga University, (Spokane, United States)

2011 Summer Student Program- Training & Development (06/2011 - 07/2011)

Saudi Aramco, (Ras Tanura, Saudi Arabia)

- English and computer courses and introduction to Saudi Aramco's working environment

TECHNICAL SKILLS

Statistics

Financial Analyst

Budgeting

Banking

Microsoft Office

Strategic Framework

Written Communication

Verbal communication

Critical thinking

Time Management

Fast Learner

Cyber Security