

Ashraf Hussain Al-Howaidi

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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:

Senior Customer Service Representative (Senior CSR), Saudi British Bank-SABB

05/2021 – till date

Contact Center Representative (CCR), Saudi British Bank – SABB

09/2020 – 04/2021

Customer Relation Representative (CRR) , Saudi British Bank – SABB

07/2019 – 08/2020

Customer Service Representative(CSR) , 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

- Proficient English written and spoken
- English typing 55 w/m
- Microsoft Office (Word, Excel, Power
- Html
- Schedule and arrange meetings
- Communication skills

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- Point, Access)
- **C**ustomer care
- **T**eamwork
- **S**upporting Staff advising
- **S**elf-motivation
- **P**roblem solving
- **P**rofessional Emails

Courses & Training

- **S**elf-Time & stress Management
- **A**ccount and Deposits
- **P**inciples of Accounting
- **C**ommunication & Presentation Skills
- **D**etecting Forgery & Counterfeiting
- **P**rofessional English Business Writing Skills Course
- **S**elling skills
- **C**ustomer Care
- **R**etailing skills
- **N**egotiation Skills
- **B**usiness Reports writing
- **C**ustomer Products Knowledge
- **S**upervisory 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.

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- 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.

- 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.