

Ameen Almohsen

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Relationship Manager / Account Manager

Dynamic and customer-focused industry professional with nearly 8 years' experience in client relationship management and account management. Demonstrated expertise in providing a variety of banking services to corporate customers and maintaining productive relations with them. Seeking a challenging senior level position with a reputed organization to utilize acquired skills and expertise, and contribute to the bottom-line growth of the organization.

- Skilled in managing sales of banking products and services, devising effective business growth strategies and forging and maintaining relationship with both existing and prospective clients.
- Expert in managing a large client portfolio, acquiring and developing new accounts, and assessing and meeting their financial needs through a broad range of banking products and services.
- Proven ability to drive sales, market share and business growth, with a track record of delivering on revenue targets.
- Dedicated to exceeding customer's expectations, providing financial advisory and ensuring customer satisfaction, resulting in an increased customer base.
- Extensive knowledge of various regulations, policies, guidelines and laws governing the banking industry.
- Effective team leader, having engaging interpersonal style and excellent relationship building skills.
- Proven ability to lead, coach, mentor and motivate team members to deliver exceptional customer service and achieve the strategic goals of the organization

Core Competencies

- Relationship Management
- Portfolio Management
- Credit Management
- Banking Products/ Services
- Sales & Marketing
- Business Development
- Cross-Selling
- Customer Service
- Client Satisfaction
- Performance Reporting
- Liaison and Coordination
- Team Building & Leadership

Professional Experience

Banque Saudi Fransi, Dhahran, Saudi Arabia (Jun 2014 - Present)

Relationship Manager (Jan 2016 - Present)

Relationship Officer (Jun 2014 - Dec 2015)

Responsibilities:

- Develop good rapport with corporate customers to ensure optimum customer acquisition, retention and revenue generation from sales of corporate banking products and services.
- Manage the financial portfolio of bank's customers while driving the sales of the bank's products and services.
- Develop bank's customer base and establish long-term relationships with the assigned clientele portfolio.
- Manage current account portfolio of large number of customers and spearhead efforts to ensure designated portfolio growth; develop a target sales pipeline and aggressively market banking products.
- Prospect and identify new leads and pitch to clients, understand their financial needs and objectives and accordingly recommend appropriate banking products or services to them.
- Assist clients in making the right decisions with their accounts and explain the financial services on offer to them. Identify new sales and business opportunities within existing client portfolio.
- Prepare credit recommendations for bank's clients, analyze financial ratios, develop financial projections, analyze credit worthiness and identify portfolio credit risk to avoid any deficiencies/default.
- Liaise with existing customers of the bank, provide them with products/services information to secure more business, and gather new contacts from the existing customer base as a part of business development effort.
- Identify cross-selling opportunities for different banking products to existing and new clients, provide clients with banking advisory services, and resolve customer grievances in time while building a loyal customer base.
- Consistently ensure high level of customer service orientation and application of bank policy, and ensure complete customer satisfaction by providing quality services and competitive pricing to them.
- Ensure that all relationships are in compliance with bank regulations and policies; detect money laundering activities and report to the concerned authorities.

AkzoNoble, Dammam, Saudi Arabia (Jan 2014 – May 2015)

Customer Order Representative

Responsibilities:

- Accountable to manage customer (B2B) orders and accounts including preparing quotations (offers/contracts) and price lists in coordination with the sales team
- Presented customer orders to the team leader and the daily collection for the distributor or accountant.
- Serviced existing accounts, obtained orders, and established new accounts by planning and organizing daily work schedule to call on existing or potential sales.
- Promote the service to achieve the monthly and annual targets by visiting the potential customers; served as a communication link between customers and sales staff.
- Handled various types of customer correspondences through calls, messages and/ or other ways of interactions in a professional manner while adhering to quality standard and service levels to maintain customer satisfaction.
- Prospected new customers to drive sales results for company's new and existing products; assisted them in selecting products to meet their needs.
- Promoted and maintained positive corporate image and identity during interactions with customers.
- Kept management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual analyses.

Target Canada - Halifax, Nova Scotia (Jun 2013 – Dec 2013)

Sales Representative

Responsibilities:

- Responsible for sales, collection and growth for specific area/customers as assigned by management.
- Managed sales of the widest range of company's products to assigned customers and provided feedback of any competition activity within the area
- Detected and reported new customers to the team leader; contacted potential customers, identified their needs, suggested company products/services that best satisfy their needs and closed sales by agreeing terms & conditions.
- Efficiently handled customer complaints and reported them to the sales team leader.
- Monitored competition by gathering current market data on pricing, products, new products, delivery schedules, etc.
- Understood direct sales strategy and participated in the achievement of targets; conducted market research to identify selling possibilities, discovered and pursued new sales prospects and maintained customer satisfaction.

Previous Assignment

- Marketing Analyst, WorldWide RHR Ltd, - Halifax, Nova Scotia (May 2012 – Apr 2013)
- Owner and Operator, MagicDes Web Design, Dammam, Saudi Arabia (Mar 2002 – Dec 2004)

Education

- Bachelor of Business Administration in Marketing, Mount Saint Vincent University, Canada (2013)

Certifications

- First aid and emergency action plan (SAC for training institute) 2019
- AML procedures and standards certificate (Banque Saudi Fransi), 2016
- The Retail Banking Professional Foundation Certificate (The Institute of banking), 2015
- English as a Second Language Diploma (East Cost School of Languages), 2005-2006

Personal Details

- Nationality: Saudi Arabian
- Date of Birth: 26th Nov 1985
- Marital Status: Married
- Languages: English and Arabic fluently