Ahmed Mohyaddin Bantan

Date of Birth: 24/04/1979

Social Status: Married

Nationality: Saudi

Address: leddah, Saudi Arabia



Saudi



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Jeddah, Saudi Arabia

BASIC SKILLS

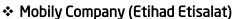
- Fast Keyboard Typing- Arabic & English
- Good in using Microsoft Word , Excel , outlook
- Good Communication & Organization skills
- Leadership and teamwork skills based on work experience
- Dealing with difficult cases
- Honesty & Self development

Languages

Arabic

English

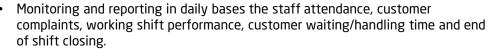
EXPERIENCE



1. Branch Senior Manager

Retail Sales Western Region -Jeddah Flagship

"Mar 2013 -Present"



- Follow up and report the branch maintenance issues and overall look and feel.
- Monitoring the branch Sales vs. Target and the stock quantity in weekly bases.
- Apply the operational tasks and requests sent from top management and other departments.
 - Organize and follow up the technical, competency and core courses for our team.
- Dealing with different kinds of customer requests and complex complaints.
- Improve the weak points of the branch performance (i.e. Staff adherence, knowledge, sales performance and target achievement.)
- Weekly / monthly briefings with our team to share the branch performance and weaknesses, the updated policy& procedure and motivating them to push their sales and quality of service.
- Checking and tracking the daily sales contracts before and after sending to documentation department.

2. Senior Sales Executive

Retail Sales Western Region -Jeddah Flagship "Feb 2006 -Feb 2013"

 Our task is working as one team to achieve the individual and monthly branch target, providing a high quality before and after selling service to our customers and dealing with different kind of customers' complaints and requests.

The Saudi British Bank (SABB)

1. Cash Teller



 Implementing and passing Bank transactions, conducting remittances, changing currencies and others.

2. Customer Service Representative

- Open New Accounts, Issue and deliver cards.
- Marketing and execution of financing applications and Credit Cards.
- Solve customer problems and communicate with other departments.
- Call the customers and update data and other tasks.

3. Head of Customer Service

- Supervising the customer service representatives in the branch.
- Follow-up of outstanding orders and sales results .

4. Cash Supervisor

- Managing the cashiers and Main Treasury Area.
- Checking operations performed by cashiers
 - Communicate with central Treasury Department in Central Administration.
- Coordination between cashiers and representatives of premiers' customers.

❖ Abdullatif H Abuljadayel & Sons Company

1. Administrative Assistant

- Arranging the meeting for our management .
- Monitoring and update the monthly attendance schedule.
- Processing / tracking the training duty travel requests & claims for our employees.
- · Preparing reports

Business Achievements

In Mobily:

- Highly involved in Mobily's Hajj project "year 2007 & 2008)
- Part of Mobily Team whom went to ABHA Festival 2008.
- Responsible as Branch Senior Manager in New Kiosks at King Abdulaziz International Airport and official launch (Mar 2018).

In SABB:

- Best Customer Service Officer (SABB Bank) in Western Regional in 2002.
- Achieving the ideal employee award (SABB Bank) Western Region for 1st half of 2003.
- Best Customer Service Officer (SABB Bank) in Western Region in 2005.

TRAINING COURSES

- 2006 | Time & Stress Management "PIGIER, Jeddah"
- 2006 | Effective Communication "Alfaisal Int. Academy, Jeddah"
- 2006 | Exceptional Customer Service "PIGIER, Jeddah"
- 2007 | Developing Effective Supervisor skills "Alfaisal Int. Academy, leddah"
- 2008 | Breakthrough to success "Dale Carnegie Inc, Jeddah"
- 2010 | Marketing Strategy & Sales Planning "AIMS, Jeddah"
- 2012 | Problem solving & Decision making "TTM Associates, leddah"
- 2014 | Dynamic thinking & Successful Solutions "AIMS, Jeddah"
- 2017 | Coaching for high performance teams "TTM Associates, Jeddah"
- 2018 | Mobily Online Learning courses "Skill Soft online "
- 2019 | Simsales Retail Sales for Managers "Business L&D Solutions Ins"

EDUCATION

 Bachelor Degree in Human Resources Management King Abdulaziz University _ Business Administration College in Rabigh | 2013/2014 GPA: 3.85 / 5.00



Microsoft Office 97 Program (4 months)
Jeddah Chamber of Commerce & Industry | 1999

