

Hana Alomari

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Professional Summary

Professional with over 13 years of experience in the banking sector, specializing in operations management, sales, and customer satisfaction while ensuring full compliance with banking regulations. Possesses strong leadership and performance development skills, focusing on improving institutional efficiency and executing processes with high effectiveness. Proficient in achieving organizational goals by applying best practices and managing change across diverse work environments. Continuously working on enhancing leadership skills and effective communication across multidisciplinary settings to ensure desired outcomes.

Professional Experience

Operations Manager - Al Rajhi Bank | October 2019 - May 2025

- Lead and coordinate teams to achieve strategic goals while ensuring regulatory compliance.
- Analyze and enhance banking operations to identify improvements and ensure excellent customer experience.
- Manage daily banking operations to deliver high-quality service and meet established goals.
- Monitor performance and ensure monthly and annual goals are achieved by teams.
- Provide ongoing guidance and support to team members for optimal performance and professional growth.

Branch Manager - Al Rajhi Bank, Alfaisalyah | September 2023 - January 2024

- Managed all daily operations in the branch, ensuring the team met specified objectives.
- Provided customized banking solutions to enhance customer experience and increase satisfaction.
- Monitored and analyzed performance to ensure 100% regulatory compliance.
- Coordinated work between departments to ensure smooth and efficient operations.
- Trained and developed new employees to ensure their immediate integration into the banking work environment.

Branch Manager - Al Rajhi Bank, Ras Tanura | August 2016 - January 2017

- Supervised daily banking operations, ensuring the application of high-quality standards.
- Strengthened customer relationships by offering innovative financial solutions, leading to a 20% increase in customer retention.
- Managed accounts and analyzed financial data to ensure full compliance with banking standards.
- Designed and implemented innovative sales strategies to increase revenue and customer base.
- Supervised recruitment and ongoing employee training, which helped improve team efficiency by 25%.

Sales Manager - Al Rajhi Bank | April 2012 - September 2019

- Managed all banking product sales activities, achieving 95% of annual sales targets.
- Developed and implemented marketing strategies to expand the customer base and enhance revenue growth.
- Monitored and analyzed sales data to ensure continuous performance improvement and target achievement.
- Built strong relationships with existing and new clients, contributing to a 15% reduction in customer churn.
- Led the sales team, providing training and support to achieve defined objectives and improve efficiency.

Data Entry - First Secondary School for Girls in Ras Tanura | November 2011 - January 2012

- Entered and updated students' academic data, ensuring accuracy and organization.
- Assisted teachers in organizing and storing academic data, ensuring easy access.
- Processed student inquiries about academic data and resolved any related issues.
- Implemented data retention procedures to ensure the proper storage and security of information.

Education

Bachelor's Degree in English Literature | Imam Abdulrahman Bin Faisal University | Graduation Year: 2011

Certificates

- aPHRi - Associate Professional in Human Resources | 2025
- Credit Adviser Professional Certificate from Saudi Central Bank | 2021.
- Retail Banking Foundations Professional Certificate Second Edition from Saudi Central Bank | 2020.
- Retail Banking Foundations Professional Certificate from Saudi Central Bank | 2015

Training Courses

- **Passing The 3 Exams at the Saudi Arabian Monetary Agency in Dammam.**
- **Professional Exam for Credit Counsellor** | February 2021
- **Professional Exam in the Basics of Retail Banking - Second Edition** | August 2020
- **Qualifying Program for Operations Managers** | July 2019
- **Strategic Transformation & Self-Management** | July 2018
- **Personal Quality Skills** | February 2018
- **Developing Basic Competencies** | March 2017
- **Qualifying Program for Operations Managers** | November 2016
- **Developing behavioral skills** | December 2016
- **Professional Exam in the Fundamentals of Retail Banking** | November 2015
- **The qualifying program and the rules of professional conduct** | April 2012
- **Detecting counterfeiting and forgery at work** | April 2012

Skills

Soft Skills

- Effective leadership and team management
- Strong communication skills
- Quick problem-solving skills
- Advanced critical and analytical thinking
- Effective organization and time management
- Teamwork and collaboration
- Strategic decision-making
- Negotiation and relationship building
- Effective time management

Practical Skills

- Customer service and meeting client needs
- Daily banking operations management
- Effective banking product sales
- Strategic goal setting and performance measurement
- Team training and field development
- Performance management and employee motivation
- Strong customer relationship building
- Advanced marketing strategies and innovation

Technical Skills

- Microsoft Office (Excel, Word, PowerPoint)
- Banking operations management systems
- Advanced financial analysis tools
- CRM systems usage
- Modern electronic banking systems
- Proficient use of accounting software
- Modern digital communication techniques

Languages

- **English: Excellent | Arabic: Native**