

Ismail Al-Nafisah

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Professional Summary

Seasoned banking professional with over 12 years of experience at Al Rajhi Bank, adept in roles such as Teller, Customer Service Representative, Operations Manager, Vault Custodian, and Sales Specialist. Demonstrates strong proficiency in sales and marketing, with excellent communication skills to foster professional and profitable relationships while maintaining trust.

Professional Experience

Al Rajhi Bank, Al-Qassim / Al-Bukairiyah (Oct 2011 - May 2023)

- Teller
- Customer Service Representative
- Vault Custodian
- Operations Manager
- Sales Specialist

Semi-Aljazirah Company, Unaizah (Feb 2009 - Jun 2009)

- Administrative Officer - Managed files and administrative tasks

Education

Diploma in Accounting, Technical College, Al-Rass (2009)

Training Courses

- Anti-Money Laundering (Saudi Central Bank, 2011)
- Performance and Customer Service (Al Rajhi Academy, 2017)
- Banking Transaction Skills Development (Al Rajhi Bank Academy, 2016)
- Basic Employee Management (Al Rajhi Bank, 2018)
- Cybersecurity (2023)
- Governance Specialist
- Data Analysis and Artificial Intelligence

Languages

- Arabic (Native)
- English (Proficient)