

AHMED ABDULRAHMAN AL-REFAEI

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I am eager to work in a leading company, leveraging my 10+ years of experience in sales, target achievement, and customer relationship development, with strong leadership skills and a focus on customer satisfaction

EDUCATION

- Diploma in Business Administration
- Institute of the Chamber of Commerce in Madinah-2018

EXPERIENCE

2022-Present Sales Advisor at Riyad Bank

- The real estate finance, personal finance, and credit card targets were achieved at 120% in 2022 and 2023.

2021-2022 Branch Relationship Manager, Yanbu Main Branch.

- A total of 50 accounts were acquired during the year, with an overall amount of 25,000,000 through customer visits and ongoing communication.

2019-2021

Branch Supervisor at Riyadh Bank, Badr Branch.

- Increased customer deposits by 24%, increased financing portfolio by 30%, and expanded the branch customer base by 22% over the past two years.
- Achieved this success with a great team led by six amazing employees.

2016-2019

Customer Service Officer at Bank Al-Bilad.

- Received the Best Sales Performance Award for 2018 and 2019.

2010-2013

Teller at Saudi French Bank.

- Service quality with no discrepancies.

SKILLS

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|-----------------------------------|-------------------------------|
| • LEADERSHIP. | • TIME MANAGEMENT |
| • Account Management | • MICROSOFT OFFICE. |
| • Ability to work under pressure. | • COLLABORATION AND TEAMWORK. |
| • STRATEGIC PLANNING. | |
| • COMMUNICATION SKILLS | |

COURSES

- Principles of Service Quality and Customer Orientation by Franklin Covey
- Basics of Banking Operations Course
- Detecting Forgery and Counterfeiting in Banking Course, BSF

- International Computer Driving License (ICDL) Course.

LANGUAGES

- Fluent in Arabic
- Fluent in English