

ARWA MOHAMMED ALI BAKHSH

PERSONAL INFO

**Address:**

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**Nationality:**

Saudi

EDUCATION

Bachelor's degree in Marketing

King Abdulaziz University | 2008
College of Economic & Administration

AREAS OF PROFESSIONAL EXPERTISE

- Business Development & Marketing Research.
- Public Relation & Customer Satisfaction.
- Banking Services.
- Business Administration.
- Operations Management.

LANGUAGES

Arabic 

English 

OBJECTIVE

To secure a long-term position in a well-recognized organization, which requires strong analytical skills, commitment & great teamwork abilities. In addition to acquire more knowledge & practical skills that will help enhance my capabilities & develop my career.

EXPERIENCE

Al Sharbatly Contracting Company

Oct 2023 - Present

Relationship Manager

- Serving as the primary point of contact for the company's banking relationship, managing all aspects of the account.
- Negotiating with the bank to secure favorable terms & pricing for the company's banking products & services.
- Ensuring timely & accurate reporting to the CEO on the status of the banking relationship.

ALINMA BANK

Oct 2021 - Oct 2023

Senior Relationship Manager (Private Banking)

- Portfolio Management of more Than 150 Private Clients (The Value of The Portfolio Exceeds 500 million SAR).
- Develop & Deepen Client Relationships to Thoroughly Understand The client's Needs
- Create, Organize & Implement an affluent strategy designed to deepen relationships with existing clients & Acquisitions.
- Build Offshore Banking Business & Deepen Relationships Through The Execution of an Effective Sales Process.
- Execution of Banking Transactions For Private Clients Including Transactions Involving Treasury Products, Credit, & Customer Account Service.
- Determine Prospect Needs, Assess Financial Status, Discuss Financing Options, Identify Sales Opportunities & Close The Business.
- Identify Potential Sales Opportunities With Existing Clients, & Actively Manage & Deepen The Client Relationship.
- Achieve Monthly & Annual Goals Through The Portfolio & KPI Card.

Riyad Bank

Jul 2015 - 2021

Relationship Manager (Private Banking)

- Providing private banking clients a high level of services by managing their bank account, facilities, investment.
- Managed all retail, commercial & corporate banking investment needs of high net-worth individuals, as well as daily operational needs of the portfolio.
- Develop more business from the existing accounts while cross selling products & services based on the client needs.
- Prepare & review annual & interim credit approval packages, credit memos & managed the related issues.
- Finding investment opportunities & managing accounts of private banking clients in line with the requirements of each client.

Help Center

Apr 2012 - Mar 2014

office Manager & Social Services Duration

- Explaining & clarifying the center's rules & the regulations to the parents.
- Supplying official letters according to the requests of the parents & issuing medical cards according to the financial status evaluation of the family.

King Faisal Specialist Hospital & Research Center Jun 2009 - Apr 2010**Member Services & Loan Administration**

- Receiving & studying loan applications form hospital employees & members.
- Coordinating with the personnel division to monitor the staff's eligibility & capacity.
- Regularly logging & reporting data weekly to senior management.

SKILLS

- Team leader & Value teamwork.
- Decision maker & solving problems.
- Planning & achieving goals.
- Meeting management skills.
- High skills in technical writing such (e-mails, reports, letters & other documents).
- Ability to work under pressure.
- Excellent communication skills, both written & verbal.
- Planning, follow up & organizing skills.
- Ethics of work.
- Learning & self-development.

HOBBIES

- Self-improvement.
- Reading & Learning.
- Internet Surfing.

LICENSES & CERTIFICATIONS

Retail Banking Foundations Professional (2nd Edition)	2021
Credit Adviser Professional	2021
The Institute of Banking Retail Banking Professional Foundation Certificate - (RBPFC)	2015

TRAINING & COURSES

- The General Securities Qualification - (2020).
- Derivative Responsible officer program (DROP) - (2020).
- Private Banking - intermediate to advance - (2020).
- Brand Governance Roadshow (2020)
- Private banking foundation - (2020).
- Information Security - (2020).
- Business Continuity - (2020).
- Anti-Money Laundry & KYC - (2020).
- AML, KYC, Fraud & Operational Risk Management - (2019).
- Compliance: Protecting our Business - (2019).
- Relationship management (CRM) - (2018).
- Customer Services Professional - (2017).
- Professional Program, Third Level - (2017).
- Problem Solving - (2017).

KEY & SPECIALIZED SKILLS

A- Operations Management:

- Strong overseeing all operations day to day.
- Ability to analyze & develop existing processes.
- Accountant background & knowledge of how to review departmental budgets.
- Outline initiatives that align with company goals.
- Coordinating & managing teams & employees.

B- Business Development & Marketing Research:

- Communicating new product developments to prospective clients.
- Prepares marketing reports by collecting, analyzing, & summarizing sales data.
- Maintaining relations with customers by organizing & developing specific customer-relations programs.
- Researching competitive products by identifying & evaluating product pricing, & advertising.

C- Public Relations & Customer Satisfaction:

- Maintaining customer satisfaction by providing problems-solving resources. Achieves Clients service objectives by contributing customer service information & recommendations to strategic plans & reviews.
- Identifying customer service trends & determining system improvements.
- Participation updating & maintaining the organization's relationship with customers & clients.