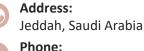
ARWA MOHAMMED ALI BAKHSH

PERSONAL INFO



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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

- $\,\circ\,$ 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.
- o Ensuring timely & accurate reporting to the CEO on the status of the banking relationship.

ALINMA BANK

Senior Relationship Manager (Private Banking) Portfolio Management of more Than 150 Private Clients (The Value of The Portfolio

- Exceeds 500 million SAR).
- Develop & Deepaen Client Relationships to Thoroughly Understand The client's Needs
- Create, Organize & Implement an affluent strategy designed to deepen relationships with existing clients & Acquisitions.
- $\,\circ\,$ 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.
- $\,\circ\,$ 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

Relationship Manager (Private Banking)

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

Help Center

office Manager & Social Services Duration

- $\,\circ\,$ Explaining & clarifying the center's rules & the regulations to the parents.
- $\,\circ\,$ 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

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

Oct 2021 - Oct 2023

Jul 2015 - 2021

Apr 2012 - Mar 2014

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 (2 nd Edition)	2021
Credit Adviser Professional	2021

Credit Adviser Professional

The Institute of Banking2015Retail 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.