

Abdullah Alolayan

PhD Candidate

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I am currently pursuing a Ph.D. in Economics at Concordia University in Montreal, Canada. I have six years of diverse experience in economic study, research, teaching, and banking. I have worked as a Teaching Assistant, Economic Researcher, and Assistant Manager. My interests are in Econometrics, Macroeconomics, and Industrial Organization.

Experience

2023 - Currently

Independent Self-Employed

Concordia University, Montreal

During this time, I focused on improving my skills by attending many conferences, which helped me grow academically. I also tutored economics online, helping students achieve their academic goals. Additionally, I provided consulting services to individuals and non-profit organizations, supporting them with economic and strategic planning. This experience allowed me to use my knowledge in real-world situations and make a positive impact in my community.

2019-01 - 2022-11

Teacher Assistant & Exam Invigilation office

Concordia University, Montreal

Position: TA

As a Teaching Assistant for Microeconomics and Macroeconomics courses, I held regular office hours to support students who were struggling with the material. I answered their questions, explained complex concepts in simpler terms, and worked through problems step-by-step to enhance their understanding. I also created additional study resources and practice exercises to help them grasp challenging topics.

In an integrating role, I coordinated with professors to align my support with their teaching objectives and provided feedback on common student difficulties. I facilitated study groups and encouraged peer-to-peer learning, fostering a collaborative learning environment. Additionally, I graded midterm and final exams, ensuring assessments were fair and consistent. This experience allowed me to contribute to the students' academic success while honing my teaching and coordination skills.

2012-06 - 2015-09

Assistant Branch Manager

Saudi Arabia, Riyadh

Position: Manager Assistant

I started my career as a customer service representative. I consistently met my goals and was ranked among the top ten bankers in sales. As an Assistant Branch Manager, I supervised a team of customer service representatives and tellers, managing their performance and productivity. I often worked with the bank manager and regional bank manager to plan how to exceed targets, not just for each banker but for the whole branch. This required strong teamwork and strategic thinking.

To find new business opportunities, I talked with many potential clients, including business owners and entrepreneurs. My aim was to attract their deposits by offering them excellent services within the bank's rules. I also reached out to several large and medium-sized companies to meet the bank's goals for loan programs. These efforts significantly grew our customer base, resulting in more customers and companies doing business with Riyadbank.

2010-12 - 2012-05

Economic Researcher

Professor Asem Arab Consultation Center, Riyadh

Position: Economic Researcher

I worked as an economic researcher with a team of experienced economists at Team Toast. During my time there, I helped on many private and government projects, mainly doing market research.

My job was to find good opportunities in target markets and calculate how much market share each project could get using the data we had. If we didn't have the data we needed, I created surveys to gather it. This process involved looking at and estimating different economic and financial numbers. The insights from this analysis were used to make recommendations and suggestions, which I discussed with the economic team to reach a well-informed agreement.

2008-06 - 2010-01

Customer Service

Al Rajhi Bank

Position: Customer Service Representative in Call Center

As a customer service representative in the call center of Al Rajhi bank, I served as the first point of contact for customers over the phone. My responsibilities included assisting with account inquiries, resolving issues with debit and credit cards, providing support for online banking, processing transactions like fund transfers and bill payments, and informing customers about banking products and services. I handled customer complaints professionally, maintained accurate records of interactions, and adhered to strict security protocols to protect sensitive information and comply with banking regulations. This role enhanced my communication and problem-solving skills and reinforced the importance of customer satisfaction in the financial industry.

Education

2019-05 - Current	Doctor of Philosophy: Economics Concordia University
2012-01 - 2014-04	Master's degree: Economics King Saud University
2008-01 - 2011-04	Bachelor's degree: Economics King Saud University

Skills

- **Stata Programming Software** - Excellent
- **LaTeX Language** - Excellent
- **Collaboration and Teamwork** - Excellent
- **Passionate Commitment to Continuous Learning** - Excellent
- **MATLAB Programming Language** – Moderate

Languages

- **English** - Professional Working Proficiency
- **French** - Beginner
- **Arabic** - Native Speaker