

MANAL ALASMAKH

Relationship Manager.

Alkhobar

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EDUCATION

King Saud University. 2010 Bachelor's Degree in English Literature.

CERTIFICATES

Long Beach City College. 2019 Fashion Design Certificate.

- Principles And Basics of Insurance.
- Product knowledge , Teller and customer service skills, Basics of Islamic Banking, Anti-money laundering, Forgery & counterfeit detection, Standard services, Sales skills, and Compliance.
- The Retail Banking Professional Foundation Certificate.
- Negotiation skills .
- Consultative selling skills.

SKILLS

- Excellent communications and negotiations skills
- Working knowledge of SAP and Microsoft Office Suite
- Strategic Planning
- Auditing
- Financial Strategy

LANGUAGES

▪ **Arabic:** Native language. ▪ **English:** Fluent in reading, writing, and speaking.

WORK EXPERIENCE

November 2021 - Present

Banque Saudi Fransi.

Relationship Manager

- .Building a strong relationship with the clients.
- Managing internal and external communications.
- Ensure the validity and legality of all transactions and documentation to protect the bank interest.
- Ensure the customers' day to day operational needs are fulfilled on priority basis via superior customer service.

December 2019- October 2021

GULF UNION COOPERATIVE INSURANCE CO.

Complaints and Development Officer

- Investigate and respond to customer complaints through SAMA, CCHI and Gulf union company.
- Manage a dynamic and complex complaints caseload to include determination of whether legal advice is required on issues relating to complaints.
- Assist in the development and maintenance of systems for the management of complaints

January 2015 – August 2017

NATIONAL COMMERCIAL BANK

Sales Manager/ Acting Branch Manager

- Prepared quarterly reports regarding the branch financial transactions, financial performance, other transaction history as well as problems and comments in order to maintain auditable records and ensure that management is aware of all relevant issues.
- Audit and approve all financial transactions initiated by tellers and other employees by reviewing documents for accuracy and legality to ensure they are adequately used for future reviews and audits.
- Prepared, reviewed, and issued home mortgage loans by collecting salary statements and income data, determining loan qualification, and processing all documents required to finalize the loan.
- Developed policies and strategies to meet financial targets.

May 2011-August 2017

NATIONAL COMMERCIAL BANK

Teller-Customer service

- Interact with multiple departments in order to resolve the issues raised by customers.

August 2010 – April 2011

DHL EXPRESS

Call center ▪ Worked as customer care agent.