


Azzah Alawad, MBA

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Summary

Strong operations professional with an MBA.

Experience

Business Intelligence Analyst

Gulf International Bank

Oct 2020 - Sep 2021 (1 year)

- Completed complex analyses for project optimization and boosting revenue
- Identified risks, assumptions, issues, and dependencies in support of informed decision making and solution delivery
- Analyzed information and compiled reports
- Used data to identify and solve problems
- Identified and reconciled errors in client data to ensure accurate business requirements
- Proactively participated in meetings and helped create new practices.
- Helped management to identify workflow issues and find solutions.

Human Resources Administrator

Gulf International Bank

Jun 2020 - Oct 2020 (5 months)

- Managed all aspects of leave administration, including employee notifications, disability programs, and health benefits
- Complied and maintained personnel reporting information and documentation; maintained personnel records, to include official personnel files and annual performance appraisals

Customer Relations Officer

Gulf International Bank

Feb 2014 - Jul 2015 (1 year 6 months)

- Handled customer complaints with empathy and composure.
- Answered calls, responded to emails, and spoke with clients face-to-face.
- Processed a range of documentation and entered information into databases.

Education

University of Montevallo

Master of Business Administration - MBA

2017 - 2018

The University of Alabama

English language institute
2016 - 2016



Imam Abdulrahman Bin Faisal University

Bachelor's degree, Management Information Systems
2008 - 2012

Licenses & Certifications



The Retail Banking Professional Foundation Certificate (RBPFC) - The Institute of Banking (SAMA)



ELAS - The University of Alabama



Business Management - Alliant International University

Skills

Microsoft SQL Server • Customer Relationship Management (CRM) • Microsoft Office