



# ALAA ALI BAGAZI

## EDUCATION

2017

Bachelor Mathematics and statistics  
Imam Mohammed bin Saud University

## EXPERIENCE

(Mar 2018 - Oct 2019)

I worked at ALawwal Bank as a customer service of the phone Banking Department

(Oct 2019 - present)

Working at Deutsche Gulf Finance as a Customer Care officer


Tasks:


- Receive customer complaints through all channels and ensure to resolve them and close it in the correct manner .
- Prepare a daily report of the pending cases that we had in order to escalate them to the concern departments to ensure that they will close it immediately.
- Work to take initiatives that support the departments
- Dealing with walk in client on a daily basis and deal with their requests and complaint
- Explanations and clarification of policies to clients when dealing with their requests and complaints in order to ensure customer awareness and gain customer satisfaction for the provided services

## COURSES

- Retail Banking Professional Foundation certificate
- Credit advisor professional exam
- AML/CFT  
Financial fraud -awareness virtual training-front liners
- Handling complaining /Angry Customer
- TOT course - 60 hours / coaching
- Specialist Business Administration SBA
- English courses

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 29 Oct 1990

## SKILLS

Time Management

Planning

Hard Worker

Solve Problems

Work In Team

English speaker