

Zainab Ahmed Al-Jaffer

I am always looking for a challenges and motivation which may have the positive impact to my career experience and self-development.

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| **OVERVIEW** | | | | More than 8-year experience in banking in different filed and departments such as sales, branches, wealth and direct sales team. I work in financial institution Arab National bank, and I have a bachelor degree from king Abdulaziz university. |
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| **WORK EXPERIENCE** | | | | 1. **Arab National Bank ( ANB ) - ( 2014 – Present )**   Customer Sales Representative – Direct sales Dept.  Key responsibilities included:   * Control and manage All sales performance. * Working closely with branches team to attract new business. * Monitoring and reporting all sales activities on daily, weekly and monthly basis. * Support all branches on their requests and applications and services related to sales customers. |
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| **QUALIFICATIONS** | | | | 1. **Bachelor Degree from King Abdulaziz University**   Information Technology – Accounting 2012.   1. **Retail Banking Professional Foundation Certificate** |
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|  | | | | * Data Analysis & Visualization with Excel. * Talent Management. * Work together. * Retail Banking foundational exam second edition. * Business Report Writing. * The Essentials of effective leadership * Performance Management. * Coaching for Success. * Managing Productivity – branch simulation Programme. * Goals & Setting Workshop. * Compliance awareness. * High Risk A/Cs and unclaimed ACs rules and regulations awareness. * ICDL certificate. * Business continuity awareness. * Home finance Training. * Service Quality Standard * Customer Delight is Customer for life * Investment accreditation * Leadership and Motivation * Introduction to credit * Presentation Skills Course * Foundation Management skills * Customer Care Service Excellence * Letter & Report Writing * Retail Banking Fundamentals * English Language Business Communication 3 * IT Security Awareness Training * Implementing Service Excellence. |
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| **SKILLS** | | | | * Good in English Language speaking / writing and reading. * Good computer application skills and knowledge. * Communication skills. |
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| **CONTACT** | | | | **Saudi Arabia, Eastern Province**  **C:\Users\BEST\Desktop\download.png 966 559735308 , 966 558044744**  **Zaina1988.h@gmail.com** |
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| **Personal Details** | | | | * Name : Zainab Ahmed Al-Jaffer * Nationality : Saudi * Languages Known : English / Arabic Saudi Nationally * Location in Eastern Province ( AlKhober Area ). |