



(RESUME)

❖ Personal information's

Name	Khalid Jamal Obaid
Marital Status	Married
Religion	Muslim
Nationality	Jordanian
Date of birth	05/04/1988
Place of birth	Kuwait
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❖ Objective

- ❖ To obtain a job that will challenge me and allow me to use my educational skills and experiences in a way that is mutually beneficial to both my employer and myself and to allow for future growth and advancement.

❖ Employment history

- ❖ 1- Working this moment at National bank of Kuwait (N.B.K) as a Sales and marketing supervisor.
- ❖ 2- Worked at Gulf Insurance Group (G.I.G) as a Tele-marketing supervisor.
- ❖ 3- Worked at Dar Alshifa Hospital as a Customer service.
- ❖ 4- Worked at Kuwait Finance and Investment Company (K.F.I.C) as a Senior first officer.
- ❖ 5- Worked at Commercial Facilities Company (C.F.C) as a Senior cash and car loans officer.
- ❖ 6- Worked at Ooredoo as a Call center agent.
- ❖ 7- Worked at Alghanim energy as a Showroom manager.

❖ Educational skills

- ❖ 1- Holds a Bachelor's Degree of (**Business Administration**) from {University of Jordan _ Jordan}
- ❖ 2- Holds a (**High school general certificate**) from {Alnajat secondary private school _ Kuwait}



❖ Courses and certificates

- ❖ 1- Holds a certificate of (**Effective leadership**) from {Dale Carnegie - Kuwait}
- ❖ 2- Holds a certificate of (**Self-marketing**) from {University of science and technology}
- ❖ 3- Holds a certificate of (**Coaching lifestyle**) from {M. E. C. C - Kuwait }
- ❖ 4- Holds a certificate of (**Soft skills training**) from {U. P. S - Kuwait}
- ❖ 5- Holds a certificate of (**Money laundry**) from {Ministry of Commerce and Industry - Kuwait}
- ❖ 6- Holds a certificate of (**Affective communication**) from {Global experts institute - Kuwait}
- ❖ 7- Holds a certificate of (**Successfully attracting personal relations**) from {I. C. A - Kuwait}
- ❖ 8- Holds a certificate of (**7 steps towards effective delivering**) from {Kuwait University}
- ❖ 9- Holds a certificate of (**Emotional Intelligence**) from {Kuwait University}
- ❖ 10- Holds a certificate of (**Dealing with the others policy**) from {Kuwait University}
- ❖ 11- Holds a certificate of (**From idea to implement**) from {Kuwait University}
- ❖ 12- Holds a certificate of (**Your ideas lead you to success**) from {Kuwait University}
- ❖ 13- Holds a certificate of (**The art of improvisation**) from {Kuwait University}
- ❖ 14- Holds a certificate of (**Discover yourself again**) from {Kuwait University}
- ❖ 15- Holds a certificate of (**Personal Styles**) from {Kuwait University}
- ❖ 16- Holds a certificate of (**Principles of human resource**) from {Edrak institute}
- ❖ 17- Holds a certificate of (**Microsoft office 2010**) from {Maaref institute}
- ❖ 18- Holds a certificate of (**Time management work smarter not harder**) from {Coursera}
- ❖ 19- Holds a certificate of (**Management for a competitive Edge**) from {I.C.M.S}
- ❖ 20- Holds a certificate of (**Project management**) from {Alison website}
- ❖ 21- Holds a certificate of (**Strategic management**) from {Open to study}
- ❖ 22- Holds a certificate of (**Leadership: Identity, Influence and Power**) from {M.G.S.M}
- ❖ 23- Holds a certificate of (**Entrepreneurship and Family Business**) from {R.M.I.T}
- ❖ 24- Holds a certificate of (**Emergency management**) from {MASSEY UNIVERSITY}
- ❖ 25- Holds a certificate of (**Career development skills**) from {Edraak institute}
- ❖ 26- Holds a certificate of (**Principles of project management**) from {Polytechnic west}
- ❖ 27- Holds a certificate of (**Human resource**) from {Open to study}
- ❖ 28- Holds a certificate of (**Six Sigma - white belt**) from {Aveta Business Institute}
- ❖ 29- Holds a certificate of (**Six Sigma - white belt**) from {B.T.M.S.I}
- ❖ 30- Holds a certificate of (**Six Sigma - yellow belt**) from {6Sigma study}
- ❖ 31- Holds a certificate of (**Marketing via email**) from {Eqra academy}
- ❖ 32- Holds a certificate of (**English language skills**) from {Track test}
- ❖ 33- Holds a certificate of (**Online marketing**) from {Edrak institute}
- ❖ 34- Holds a certificate of (**Customer match**) from {Google AdWords' academy}
- ❖ 35- Holds a certificate of (**The online marketing fundamentals**) from {Google}
- ❖ 36- Holds a certificate of (**Principles of investment**) from {Edrak institute}
- ❖ 37- Holds a certificate of (**English language skills**) from {Edrak institute}
- ❖ 38- Holds a certificate of (**Negotiation and conflict resolution**) from {M.G.S.M}
- ❖ 39- Holds a certificate of (**Modern leadership skills**) from {Edrak institute}
- ❖ 40- Holds a certificate of (**Marketing fundamentals**) from {Smartly}
- ❖ 41- Holds a certificate of (**Strategic planning**) from {HP life}

❖ Functional skills

❖ At (National bank of Kuwait N.B.K)

❖ From 27/11/2023 -to- Present

❖ Sales and marketing supervisor



- ❖ 1- Efficiently planning, coordinating, and controlling our sales force activities, as well as sales processes, and effectively implement our company strategy, successfully developing, and managing all sales and action plans in order to achieve company goals and always achieve above my required target and responsible for making the contracts and deals of the car and cash loans based on the central bank of Kuwait instructions for the government and private sector for the citizens and non-citizens customers.
- ❖ 2- Undertake market research, understand the trends and customer preferences, create marketing strategy and budgets, oversee the creation of marketing materials and contents, and perform all other relevant tasks essential for increasing the business's sales.
- ❖ 3- Responsible for issuing Visa and MasterCard's for all members.
- ❖ 4- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
- ❖ 5- Regularly prospect and generate new business through leads and referrals and market research.
- ❖ 6- Ensure all documents are fixed exactly with the ci-net instructions and conditions.
- ❖ 7- Follow up with the customers before and after apply for any type of contracts.
- ❖ 8- Provide personal financial counseling, assist with lending services, and build relationships with existing customers to sustain high satisfaction ratings and retention.
- ❖ 9- Responsible for opening new and renew bank account.
- ❖ 10- Help new and existing clients to open personal accounts, resolve issues related to online banking services, and navigate bank's website and application.
- ❖ 11- Unlock locked accounts and provide temporary passwords to provide access to online accounts.
- ❖ 12- Balanced currency, coin, checks and calculated end-of-shift transactions daily.
- ❖ 13- Solve potential problems effectively and handling the multi tasks duties.
- ❖ 14- Handling the inbound and outbound calls effectively.
- ❖ 15- Focusing always into the customer's payment process via cash, Ki-net and Visa.
- ❖ 16- Cash handling with high level of integrity and honesty.
- ❖ 17- Answering any financial and bank queries from customers.
- ❖ 18- Verifying customer's documents data to detect any financial fraud.
- ❖ 19- Handling complains and angry customers and provide best assistants.
- ❖ 20- Transfer the urgent calls to the required departments quickly and accurately.
- ❖ 21- Provide weekly and monthly reports to the managers and the upper departments.
- ❖ 22- Making the full insurances contracts for the car loans.
- ❖ 23- Worked as a call center agent (inbound and outbound).
- ❖ 24- Provide mentoring and sales training for new insurance agents.
- ❖ 25- Effectively deal with job stress, angry callers and upset customers.
- ❖ 26- Responsible for all methods of payment cash, visa and master card payment

- ❖ At (G.I.G) Gulf Insurance Group
- ❖ From 22/08/2017 -to- 23/3/2023
- ❖ Got promoted for new position on 01/02/2020 as a
- ❖ Tele marketing supervisor



Best achievement's:

1_Achieve the one million K.D deals in less than two years.

2_Get customer satisfaction for more than 10,000 customer.

- ❖ 1_Efficiently planning, coordinating, and controlling our sales force activities, as well as sales processes, and effectively implement our company strategy, successfully developing, and managing all sales and action plans in order to achieve company goals and always achieve above my required target.
- ❖ 2_Undertake market research, understand the trends and customer preferences, create marketing strategy and budgets, oversee the creation of marketing materials and contents, and perform all other relevant tasks essential for increasing the business's sales.
- ❖ 3_Regularly prospect and generate new business through leads and referrals and market research.
- ❖ 4_Cross-sold existing clients with other company products related to insurance.
- ❖ 5_Present and explain insurance policy options based upon prospective client needs and personal goals for customized customer service.
- ❖ 6_Provide mentoring and sales training for new insurance agents.
- ❖ 7_Full knowledge about the CRM program process and log appointments in the company database and print out next day calendar for meeting the customers and close the deals effectively.
- ❖ 8_Contact existing customers to educate them about new services and up sell products.
- ❖ 9_Compile names, personal information, questions and comments from potential customers.
- ❖ 10_Explain products and package prices as well as answer customers questions.
- ❖ 11_Recorded names and information of clients contacted and the result of the contact.
- ❖ 12_Inform customers about the new insurance services and answer any potential questions.
- ❖ 13_Solve any potential problems effectively.
- ❖ 14_Call potential customers to schedule appointments utilizing inside sales lists.
- ❖ 15_Excellent B2B and B2C selling methods plus promoting the other company services.
- ❖ 16_Give the best choices for the customers always.
- ❖ 17_Make the surveys about the customer's needs.
- ❖ 18_Focus on giving the customers the right answers and the right assistant.
- ❖ 19_Make a list at the end of duty to focus on serving the customers better always.
- ❖ 20_Ensured successful sales calls by screening calls and taking appropriate actions when needed.
- ❖ 21_Make routine follow up calls on recent customers to insure customer satisfaction.
- ❖ 22_Building friendships with clients that I meet and call.
- ❖ 23_Made meaningful suggestions to improve customer satisfaction ratings.
- ❖ 24_Consistently worked with and assisted team in meeting department's monthly budget quota.
- ❖ 25_Developed successful methods for setting appointments using multiple CRM lead sources.
- ❖ 26_Built strong long-term client relationships demonstrated in repeat business and referrals to new clients.
- ❖ 27_Effectively deal with job stress, angry callers and upset customers.
- ❖ 28_answer the inbound and outbound calls without any delays.
- ❖ 29_Focus into the life, medical, car insurance and promote the other insurance services.
- ❖ 30_Transfer the urgent calls to the required departments quickly and accurately.
- ❖ 31_Expanding all types of the insurance specially in medical, motors and contents insurance.
- ❖ 32_Handling effectively huge data of customers and VIP customers.
- ❖ 33_Perfectly communicate and negotiate with the customers.
- ❖ 34_Responsible for all methods of payment cash, visa and master card payment.

❖ At (Dar Al-shifa Hospital)
❖ From 01/07/2017 -to- 21/08/2017
❖ Customer service



- ❖ 1_Guide visitors and patients to the appropriate location within the hospital.
- ❖ 2_Answer phone calls and transfer to the correct area.
- ❖ 3_Perform clerical duties such as faxing, copying and emailing etc.
- ❖ 4_Accept payments for services issues.
- ❖ 5_Take detailed messages and deliver it to the appropriate person or department.
- ❖ 6_Made and confirm appointment with the patients.
- ❖ 7_Assist the visitors to find the right way to their location throw the hospital.
- ❖ 8_Obtain patient's information has and fill it into the systems correctly.
- ❖ 9_Fast and clear assistants with the customers.
- ❖ 10_Deal with the different insurance companies and ensure that they properly recorded.
- ❖ 11_Review patient's medical reports.
- ❖ 12_Fallow up with doctors and medical professionals to obtain necessary information in order to complete the desired records.
- ❖ 13_Educate the patients about the medicines and the best choices.
- ❖ 14_Fast data entry to ensure serving the patients very fast and effectively.
- ❖ 15_Make the cash, Visa, master card and Ki net payments.
- ❖ 16_Greeting the patients and visitors with smile and make them feel satisfied always.
- ❖ 17_Record and verify insurance information's by contacting insurance companies throw the email or the phone.
- ❖ 18_Resolve the potential problem fast and provide the best assistant always.
- ❖ 19_Interact with kids, pregnant women's and old patients very well.
- ❖ 20_Responsibile for all methods of payment cash, visa and master card payment.
- ❖ 21_Full knowledge about the methods of the payment via several insurance cards.

❖ At (K.F.I.C) Kuwait Finance And Investment Company

❖ From 01/04/2017 -to- 01/06/2017

❖ Senior first officer



- ❖ 1_ Responsible for making the contracts and deals of the car and cash loans based on the central bank of Kuwait instructions for the government and private sector for the citizens and non-citizens customers.
- ❖ 2_ An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
- ❖ 3_ Verifying and control Invoices and the required documents.
- ❖ 4_ Fallow up with the customers before and after apply.
- ❖ 5_ Provide personal financial counseling, assist with lending services, and build relationships with existing customers to sustain high satisfaction ratings and retention.
- ❖ 6_ Review and approve overdrafts and checks for cashing, and answer questions on accounts, loans, and statements.
- ❖ 7_ Help new and existing clients to open personal accounts, resolve issues related to online banking services, and navigate bank's website and application.
- ❖ 8_ Unlock locked accounts and provide temporary passwords to provide access to online accounts.
- ❖ 9_ Balanced currency, coin, checks and calculated end-of-shift transactions daily.
- ❖ 10_ Solve potential problems effectively and handling the multi tasks duties.
- ❖ 11_ Handling the inbound and outbound calls effectively.
- ❖ 12_ Focusing always into the customer's payment process via cash, Ki-net and Visa.
- ❖ 13_ Cash handling with high level of integrity and honesty.
- ❖ 14_ Answering any financial and bank queries from customers.
- ❖ 15_ Verifying customer's documents data to detect any financial fraud.
- ❖ 16_ Handling complains and angry customers and provide best assistants.
- ❖ 17_ Making the different types of insurances for the car loans.
- ❖ 18_ Provide weekly and monthly reports to the managers and the upper departments.
- ❖ 19_ Advise the upper management about new ideas and services to satisfy customers and achieve the required results always.
- ❖ 20_ Great transfer and hold calls.
- ❖ 21_ Effectively deal with job stress, angry callers and upset customers.
- ❖ 22_ Responsible for all methods of payment cash, visa and master card payment.

❖ At (C. F. C) Commercial Facilities Company

❖ From 01/02/2014 -to- 01/12/2016

❖ Senior cash and car loans officer



- ❖ 1_Employer behind the counter responsible for making the contracts and deals of the car and cash loans based on the central bank of Kuwait instructions for the government and private sector for the citizens and non-citizens customers.
- ❖ 2_An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
- ❖ 3_Verifying and control Invoices and the required documents.
- ❖ 4_Fallow up with the customers before and after apply.
- ❖ 5_Provide personal financial counseling, assist with lending services, and build relationships with existing customers to sustain high satisfaction ratings and retention.
- ❖ 6_Review and approve overdrafts and checks for cashing, and answer questions on accounts, loans, and statements.
- ❖ 7_Help new and existing clients to open personal accounts, resolve issues related to online banking services, and navigate bank's website and application.
- ❖ 8_Unlock locked accounts and provide temporary passwords to provide access to online accounts.
- ❖ 9_Balanced currency, coin, checks and calculated end-of-shift transactions daily.
- ❖ 10_Solve potential problems effectively and handling the multi tasks duties.
- ❖ 11_Handling the inbound and outbound calls effectively.
- ❖ 12_Focusing always into the customer's payment process via cash, Ki-net and Visa.
- ❖ 13_Cash handling with high level of integrity and honesty.
- ❖ 14_Answering any financial and bank queries from customers.
- ❖ 15_Verifying customer's documents data to detect any financial fraud.
- ❖ 16_Handling complains and angry customers and provide best assistants.
- ❖ 17_Transfer the urgent calls to the required departments quickly and accurately.
- ❖ 18_Provide weekly and monthly reports to the managers and the upper departments.
- ❖ 19_Making the full insurances contracts for the car loans.
- ❖ 20_Worked as a call center agent (inbound and outbound).
- ❖ 21_Advise the upper management about new ideas and services to satisfy customers and achieve the required results always.
- ❖ 22_Great transfer and hold calls.
- ❖ 23_Effectively deal with job stress, angry callers and upset customers.
- ❖ 24_Responsible for all methods of payment cash, visa and master card payment.

- ❖ At (Ooredoo)
- ❖ From 01/08/2012 -to- 01/01/2013
- ❖ Call center agent



- ❖ 1_Assisted customers with their quires and problems by the phone and email directly.
 - ❖ 2_An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty
 - ❖ 3_Transfer the urgent calls to the required departments quickly and accurately.
 - ❖ 4_Achieve the required targets of the organization, marketing and promote the products to the customers.
 - ❖ 5_Answer the inbound calls from the customers and give the best answer for any inquires or questions proficiently.
 - ❖ 6_Providing the feedback daily, weekly and monthly to the upper departments.
 - ❖ 7_Welcoming the customers proficiently to understand the customer needs very well.
 - ❖ 8_Input reports and calls data into the company database.
 - ❖ 9_Handling complains and angry customers effectively and provide best assistants.
 - ❖ 10_Provide weekly and monthly reports to the managers and the upper department.
 - ❖ 11_Help the customers to place new order for the products and services easily.
 - ❖ 12_Effectively deal with job stress, angry callers and upset customers.
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- ❖ At (Alghanim energy)
- ❖ From 01/06/2008 -to- 01/04/2009
- ❖ Showroom manager

- ❖ 1_Responsible of the company day-to-day activities.
- ❖ 2_An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty
- ❖ 3_Responsible for advising the customers about what is better to choose to insure the satisfaction from the customers always.
- ❖ 4_Responsible for the fallow up with the customers before and after making the sales.
- ❖ 5_Responsible to solve the potential problems and give the best solutions always to customers that I can ensure the coming back from customers satisfy.
- ❖ 6_Ensure giving the customers the right details always.
- ❖ 7_Check invoices and funds daily to ensure not making mistakes and provide the upper department the feedbacks daily, weekly or monthly.
- ❖ 8_Handling inbound and outbound calls effectively.
- ❖ 9_Handling complains and angry customers and provide best assistants.
- ❖ 10_Cash handling with high level of integrity and honesty.
- ❖ 11_Focusing always into the customer's payment process via cash, Ki-net and Visa.
- ❖ 12_Manage and lead the team to achieve the required target.
- ❖ 13_Prevent any fraud could be happen from the customers.
- ❖ 14_worked as a call center agent (inbound and outbound).
- ❖ 15_Help the customers to place new order for the products and services easily.
- ❖ 16_Responsibile for making the sales, promote and marketing the current products and services.
- ❖ 17_Deep understanding for the local market and the competitors' products.
- ❖ 18_Responsibile for all methods of payment cash, visa and master card payment.

❖ Language and computer skills

- ❖ **1_English**
- ❖ Excellence in English language skills reading, writing and conversation.
- ❖ **2_Arabic**
- ❖ Excellence in Arabic language skills reading, writing and conversation.
- ❖ **3_Computer skills**
- ❖ Excellence in computer skills, Microsoft office, social media and online programs.

❖ Personal skills

- ❖ 1_Punctuality and fast learner person.
- ❖ 2_The ability to handle the pressures of work.
- ❖ 3_Hard worker and the ability to perform the multi tasks.
- ❖ 4_Excellence in computer skills, Microsoft office and online programs.
- ❖ 5_Creative thinking person and excellent B2B and B2C selling methods.
- ❖ 6_Affective interpersonal skills and problem solving.
- ❖ 7_Self-motivated and challenging person.
- ❖ 8_Ambitious, accurate, amiable, careful, confident and dependable person.
- ❖ 9_Excellence in social media programs, marketing and advertisement.
- ❖ 10_Self developing with high level of integrity and honesty.
- ❖ 11_Bi-lingual (English – Arabic) and Self-Starter with excellent sales and negotiation skills
- ❖ 12_Excellence in the analytical skills and data entry.
- ❖ 13_The ability to work as individual and work with the team.
- ❖ 14_The ability to lead full team to the required goals.
- ❖ 15_Eager always to learn and develop my skills.
- ❖ 16_Excellent sales, business development, communication and negotiation skills.

❖ Hobbies

- ❖ 1_Playing chess.
- ❖ 2_Football and gym.
- ❖ 3_Reading books.

All documents available upon request . . .