



## (**RESUME**)

### ❖ **Personal information's**

<b>Name</b>	Khalid Jamal Obaid
<b>Marital Status</b>	Married
<b>Religion</b>	Muslim
<b>Nationality</b>	Jordanian
<b>Date of birth</b>	05/04/1988
<b>Place of birth</b>	Kuwait
<b>Mobile</b>	00965-94977314
<b>Email</b>	<a href="mailto:khaled_obaid88@hotmail.com">khaled_obaid88@hotmail.com</a>

### ❖ **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- Workied 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\_ Responsible 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\_ Follow 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\_Follow 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.
- .....

❖ 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\_Responsible for making the sales, promote and marketing the current products and services.
- ❖ 17\_Deep understanding for the local market and the competitors' products.
- ❖ 18\_Responsible 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 . . .*