

# Ahmed Mohyaddin Bantan

Date of Birth: 24/04/1979

Social Status: Married

Nationality: Saudi

Address: Jeddah, Saudi Arabia

## EXPERIENCE

### ❖ Mobily Company (Etihad Etisalat)

#### 1. Branch Senior Manager

Retail Sales Western Region -Jeddah Flagship

"Mar 2013 -Present"

- Monitoring and reporting in daily bases the staff attendance, customer complaints, working shift performance, customer waiting/handling time and end of shift closing.
- Follow up and report the branch maintenance issues and overall look and feel.
- Monitoring the branch Sales vs. Target and the stock quantity in weekly bases.
- Apply the operational tasks and requests sent from top management and other departments.
- Organize and follow up the technical, competency and core courses for our team.
- Dealing with different kinds of customer requests and complex complaints.
- Improve the weak points of the branch performance (i.e. Staff adherence, knowledge, sales performance and target achievement.)
- Weekly / monthly briefings with our team to share the branch performance and weaknesses, the updated policy& procedure and motivating them to push their sales and quality of service.
- Checking and tracking the daily sales contracts before and after sending to documentation department.

#### 2. Senior Sales Executive

Retail Sales Western Region -Jeddah Flagship

"Feb 2006 -Feb 2013"

- Our task is working as one team to achieve the individual and monthly branch target, providing a high quality before and after selling service to our customers and dealing with different kind of customers' complaints and requests.

### ❖ The Saudi British Bank (SABB)

#### 1. Cash Teller

- Implementing and passing Bank transactions, conducting remittances, changing currencies and others.

#### 2. Customer Service Representative

- Open New Accounts, Issue and deliver cards.
- Marketing and execution of financing applications and Credit Cards .
- Solve customer problems and communicate with other departments.
- Call the customers and update data and other tasks.

#### 3. Head of Customer Service

- Supervising the customer service representatives in the branch .
- Follow-up of outstanding orders and sales results .

#### 4. Cash Supervisor

- Managing the cashiers and Main Treasury Area.
- Checking operations performed by cashiers
- Communicate with central Treasury Department in Central Administration.
- Coordination between cashiers and representatives of premiers' customers.



Saudi



+966 567103666



ahmed\_bantan@hotmail.com



Jeddah, Saudi Arabia

## BASIC SKILLS

- Fast Keyboard Typing- Arabic & English
- Good in using Microsoft Word , Excel , outlook
- Good Communication & Organization skills
- Leadership and teamwork skills based on work experience
- Dealing with difficult cases
- Honesty & Self development

## Languages

Arabic

English

## 1. Administrative Assistant

- Arranging the meeting for our management .
- Monitoring and update the monthly attendance schedule.
- Processing / tracking the training duty travel requests & claims for our employees.
- Preparing reports

## Business Achievements

### In Mobily :

- Highly involved in Mobily' s Hajj project "year 2007 &2008)
- Part of Mobily Team whom went to ABHA Festival 2008 .
- Responsible as Branch Senior Manager in New Kiosks at King Abdulaziz International Airport and official launch (Mar 2018).

### In SABB :

- Best Customer Service Officer (SABB Bank) in Western Regional in 2002.
- Achieving the ideal employee award ( SABB Bank) Western Region for 1st half of 2003.
- Best Customer Service Officer (SABB Bank) in Western Region in 2005.

## TRAINING COURSES

- 2006 | **Time & Stress Management** - "PIGIER, Jeddah "
- 2006 | **Effective Communication** - "Alfaisal Int. Academy, Jeddah"
- 2006 | **Exceptional Customer Service** - "PIGIER, Jeddah "
- 2007 | **Developing Effective Supervisor skills** - "Alfaisal Int. Academy, Jeddah"
- 2008 | **Breakthrough to success** - "Dale Carnegie Inc, Jeddah"
- 2010 | **Marketing Strategy & Sales Planning** - "AIMS, Jeddah"
- 2012 | **Problem solving & Decision making** - "TTM Associates, Jeddah"
- 2014 | **Dynamic thinking & Successful Solutions** - "AIMS, Jeddah"
- 2017 | **Coaching for high performance teams** - "TTM Associates, Jeddah"
- 2018 | **Mobily Online Learning courses** - "Skill Soft online "
- 2019 | **Simsales Retail Sales for Managers** - " Business L&D Solutions Ins"

## EDUCATION

- **Bachelor Degree in Human Resources Management**  
King Abdulaziz University \_ Business Administration  
College in Rabigh | 2013/2014  
GPA: 3.85 / 5.00



- **Microsoft Office 97 Program (4 months)**  
Jeddah Chamber of Commerce & Industry | 1999

