

Customer Service & Relationship Management Specialist | Rami Bamanie

 Jeddah, Saudi Arabia |  rami.bamanie@gmail.com |  +966 50 559 0967

 [linkedin.com/in/rami-bamanie](https://www.linkedin.com/in/rami-bamanie)

SUMMARY

Accomplished customer service professional with about 9 years of experience in the Saudi banking sector, specializing in client relationship management, conflict resolution, and process optimization. Recognized for delivering exceptional service and maintaining high customer satisfaction levels in high-pressure environments. Adept at navigating complex financial systems and aligning service delivery with organizational goals. Eager to bring proven interpersonal and technical skills to a forward-thinking organization committed to customer excellence.

SKILLS

Banking & Technical Skills

- Account Opening, Updating, and Closure
- Frozen Account Reactivation
- Credit Card & Loan Application Processing
- Mada Card Printing, Activation & Cancellation
- CRM Systems & Ticketing Tools
- Anti-Money Laundering (AML) Coordination
- Branch Operations & Regulatory Compliance

Sales & Communication

- Product Promotion & Cross-Selling (Credit, Loans, Real Estate Financing)
- In-Branch and Tele-Sales Communication
- Customer Issue Resolution & Escalation Handling
- Client Relationship Building & Retention
- Team Collaboration & Internal Communication

Software & Digital Tools

- Microsoft Office Suite (Excel, Word, Outlook, PowerPoint)
- Digital Banking Systems
- AI-based Automation Tools (e.g., GPT, Codex)
- WordPress & WooCommerce (Basic Web Projects)

LANGUAGES

- Arabic: Native
- English: Proficient

WORK EXPERIENCE

Personal Business & Property Coordinator

Self-Employed / Supporting Family Affairs – Jeddah, Saudi Arabia

Dec 2020 – July 2025

- Followed up on day-to-day matters related to my father's properties, including maintenance tasks, rent collection, and resolving tenant or neighborhood issues.
- Supervised domestic workers and laborers related to the properties: tracked attendance, managed salary payments, and handled personal or work-related issues.
- Managed monthly expenses, utility bills, and various payments (electricity, water, salaries, repairs), ensuring they were settled on time.
- Handled government-related tasks when needed, such as renewing residency permits, visiting municipalities or traffic departments, and communicating with official authorities.
- Used Excel sheets and simple tools to organize tasks, set reminders, and avoid delays or missed deadlines.

Customer Service Officer – BSF, Jeddah

Feb 2013 - Nov 2020

- Performed comprehensive banking account services, including opening, updating, closing, and reactivating frozen accounts.
- Promoted and cross-sold banking products in-branch and via phone, such as credit cards, personal loans, and mortgage financing.
- Submitted applications for credit cards and various loan types through the system, while tracking their status until issuance.
- Maintained regular communication with existing clients to strengthen relationships and identify opportunities for cross-selling tailored products.
- Reached out to potential clients to introduce and promote diverse banking services and expand the customer base.
- Coordinated with the Anti-Money Laundering (AML) department to deliver necessary compliance instructions to clients associated with the branch.
- Resolved a wide range of client issues professionally and promptly, aiming to maintain high levels of customer satisfaction and loyalty.
- Handled the printing, activation, and cancellation of "Mada" debit cards, ensuring readiness for client use.
- Printed bank statements and provided full support to clients in resolving account-related issues by coordinating with relevant departments until complete resolution.

WORK EXPERIENCE (CONTINUED)

Customer Service Officer - SAB (formerly Saudi Hollandi Bank), Jeddah

Dec 2011 - Jan 2013

- Performed comprehensive banking account services, including opening, updating, closing, and reactivating frozen accounts.
- Promoted and cross-sold banking products in-branch and via phone, such as credit cards, personal loans, and mortgage financing.
- Submitted applications for credit cards and various loan types through the system, while tracking their status until issuance.
- Maintained regular communication with existing clients to strengthen relationships and identify opportunities for cross-selling tailored products.
- Reached out to potential clients to introduce and promote diverse banking services and expand the customer base.
- Resolved a wide range of client issues professionally and promptly, aiming to maintain high levels of customer satisfaction and loyalty.
- Handled the printing, activation, and cancellation of "Mada" debit cards, ensuring readiness for client use.
- Printed bank statements and provided full support to clients in resolving account-related issues by coordinating with relevant departments until complete resolution.

Quality Assurance Officer - Zuhair Fayez Partnership, Jeddah

Jan 2008 - Apr 2008

- Conducted process audits, quality testing, and compliance checks to maintain ISO standards.
- Identified inefficiencies and recommended procedural improvements to enhance project delivery timelines.
- Developed audit reports and participated in continuous improvement initiatives.

TRAINING

- Level 2 Intensive English Course – ELS Language Centers
- Anti-Fraud & Anti-Money Laundering Training – BSF
- Digital Marketing Certification – Online Course
- Website Development & Management (WordPress) – Online
- Online Store Development & Management (WooCommerce) – Online

EDUCATION

**Bachelor of Science in Information
Technology**

Major: Management Information Systems

University College of Bahrain, 2007


INTERESTS

- Website design and user experience optimization
- E-commerce and online store development
- Digital marketing strategy and content creation
- Blogging and technical writing
- Exploring emerging technologies and AI tools
- Personal development through online learning platforms

REFERENCES

Tariq Al Ghamdi

Branch Manager, BSF

 +966 50 570 1813