

RAMI BAMANIE

CUSTOMER SERVICE, CLIENT RELATIONS & OPERATIONS PROFESSIONAL

Customer Experience | Operations Coordination | Digital & E-Commerce

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PROFESSIONAL SUMMARY

Customer service, client relations, and operations professional with nine years of experience serving customers in Saudi retail banking, followed by hands-on administrative and operational coordination. Experienced in resolving service issues, managing customer requests, coordinating workflows and service providers, maintaining records, supporting compliance requirements, and identifying appropriate sales opportunities. Additional practical experience includes WordPress, e-commerce operations, and independently developed digital projects.

CORE EXPERTISE

Customer Service & Complaint Resolution | Customer Experience | Client Relationship Management

Operations Coordination | Administrative Support | Workflow & Service Provider Coordination

CRM & Ticketing Systems | Sales Support & Cross-Selling | Compliance Documentation | E-Commerce Operations

PROFESSIONAL EXPERIENCE

Administrative & Property Operations Coordinator | **Family Business**, Jeddah

Dec 2020 - Jul 2026

- Coordinated day-to-day administration for family-owned properties, including maintenance follow-up, rent collection, tenant communication, and resolution of property-related issues.
- Supervised support staff, maintenance teams, and external service providers; tracked attendance, coordinated payments, and resolved operational matters.
- Managed recurring expenses, including utilities, salaries, maintenance, and repairs, while maintaining organized records and timely settlement.
- Coordinated government and municipal transactions and maintained Excel trackers for payments, tasks, reminders, and deadlines.

Customer Service Officer | **Banque Saudi Fransi (BSF)**, Jeddah

Feb 2013 - Nov 2020

- Managed end-to-end customer service and account operations, including account opening, data updates, account closure, and reactivation of frozen accounts.
- Handled customer inquiries, service requests, and complaints, coordinating with internal departments to resolve issues and maintain clear client communication.
- Advised customers on credit cards, personal loans, mortgage financing, and other products, identifying appropriate cross-selling opportunities through branch and telephone interactions.
- Processed and tracked credit card and financing applications from system entry through approval and issuance, keeping customers informed throughout the process.
- Coordinated KYC and AML documentation and supported Mada debit card services, bank statements, account records, and regulatory procedures.

PROFESSIONAL EXPERIENCE - CONTINUED

Customer Service Officer | **Saudi Hollandi Bank**, Jeddah

Dec 2011 - Jan 2013

- Delivered front-line customer service and routine account operations, including account opening, maintenance, closure, and frozen-account reactivation.
- Supported product promotion and cross-selling for credit cards and financing products through branch and telephone interactions.
- Processed customer applications, responded to account inquiries, and coordinated routine service issues with internal departments.

Quality Assurance Officer | **Zuhair Fayez Partnership**, Jeddah

Jan 2008 - Apr 2008

- Conducted process audits, quality testing, ISO compliance reviews, and audit reporting; identified gaps and recommended procedural improvements.

DIGITAL PROJECTS & E-COMMERCE OPERATIONS

Hands-on experience independently building and managing WordPress/WooCommerce websites and online stores, including affiliate and dropshipping models. Familiar with website setup, content administration, platform configuration, basic SEO, and ongoing operations across Salla, Zid, Shopify, and comparable e-commerce platforms.

- **SuppsSelect.com (In Development)** - Arabic affiliate content and comparison platform that helps Saudi and Arabic-speaking users understand dietary supplements, compare options, and make more informed purchasing decisions.
- **Shar7Rami.com (In Development)** - Arabic educational platform designed to simplify school lessons through clear explanations and structured digital learning content for students.
- **RamiBamanie.com** - Personal website presenting professional background, digital projects, and areas of expertise.

EDUCATION

Bachelor of Science in Information Technology

Major: Management Information Systems | University College of Bahrain | 2007

TRAINING & PROFESSIONAL DEVELOPMENT

Anti-Fraud & Anti-Money Laundering Training - Banque Saudi Fransi | Level 2 Intensive English Course - ELS Language Centers | Independent Development: Digital Marketing, SEO & E-Commerce Operations

TECHNOLOGY & LANGUAGES

Microsoft Office (Excel, Word, Outlook, PowerPoint) | CRM and ticketing systems | Records and workflow tracking | Digital banking systems | AI-assisted productivity tools | WordPress | WooCommerce | Salla | Zid | Shopify

Arabic - Native | English - Professional Proficiency