Abdulnaser S. Al-Githmi

Head, Retails Reconciliation Department

CV

COVER LETTER

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Highly collaborative, influential and experienced leader responsible for initiating and closing deals and opportunities which significantly accelerate company's growth and help fulfill the company's vision. Strong relationship with SAMA (Saudi Central Bank), Strong record to motivate and lead highly productive teams to deliver projects on time as quality expert with more than 18 years of operational experience in business development, business continuity, risk management, crisis management and emergency response. Demonstrate keen ability to develop strong client relations within business development, Government relationship, process improvement and risk mitigation sectors. Thinker and creative problem solver and decision maker. Highly effective and maintaining invaluable relationships to enhance organizational performance.

I have participated and attended several training courses related to the Tourism Trailblazers Program of the Saudi Ministry of Tourism.





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- Jeddah, Saudi Arabia

ABDULNASER S. AL-GITHMI

Saudi I Male I Married

CERTIFICATION



Certified by Ministry of Saudi Tourism as tourism guide (License no. 4000865 on Feb. 20,2023)

EDUCATION -**BACHELOR**



Bachelor in Statistics & Computer Science King Abdulaziz University, Jeddah 1992 - 1996

CERTIFICATION



English Language Alberta University, Edmonton, Canada 2000 - 2001

WORK EXPERIENCE SUMMARY

25 Years Experience

Customer Services Officer Electronic Banking Services Dept.

NCB 1997 - 2000



MIS Manager

Network Management Dept.

NCB

2001 - 2005

Senior Quality Manager Initial Public Offering (IPO) Dept.

NCB

2006 - 2011

Head

IPO & Dividends Business Dept.

NCB

2012 - 2014

Head, SAMA, SIMAH & Due Diligence Operations

NCB

2015 - 2021

Head, Retails Reconciliation Dept.

2022 - 2023

الأهلي SNB

SKILLS

1998 | 1999 | 2000 | 2001 | 2002 | 2003 | 2004 | 2005 | 2006 | 2007 | 2008 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | 2021 | 2022 | PRESENT















- Strong knowledge & experience in tourism consulting
- People management
- Leadership, negotiation, and motivation
- Relationship building and communication
- Customer service experience
- Problem-solving
- Perform well in handling customers complaints
- Statistical and data analysis
- Financial analysis
- Internal Auditing review

- Compliance consulting
- Strategic and operational planning
- Training curricula planning
- Marketing
- Report designing
- Presentation skills
- New programming installation & maintenance
- Teamwork and decision-making
- Perform well under pressure
- Business continuity plan preparation

WORK EXPERIENCE DETAILED



SAUDI NATIONAL BANK (SNB)

2021 - 2023

Head, Retails Reconciliation Department

- · Controlling and reconciled internal ledger accounts.
- · Managing periodic reports.
- · Managing all SNB outstanding transaction for the retail products.
- Managing the escalations matrix to business area and management as per the policy.
- · Supporting Business Department by the best solution to finalize obstacles and challenges.



NATIONAL COMMERCIAL BANK (NCB)

1997 - 2021 2015 - 2021

Nov 2019



Head, SAMA, SIMAH and Due Diligence Operations **Full-Time to lead ARAMCO IPO**

- · Received and carried out SAMA judicial requests.
- · Adhered to the Central Bank's instructions and policies for blocking/unblocking accounts.
- · Successfully avoided receiving penalties from the Central Bank.
- · Excelled at implementing business continuity plans to efficiently fulfill all requests and reach optimal targets.
- · Liaised with the IT team to prevent and resolve technical issues.
- · Managing the relationship between NCB and SIMAH for all related matters as primary contact.
- · Handling the department responsible for issuing bank checks, financial management & compensation.

Head, IPO and Dividends Business Department

2012 - 2014

- Successfully negotiated to receive the highest fees among competing banks.
- Responsible for signing contracts and participate the meeting with IPO lead manager.
- Communicated with concerned departments to arrange reselling process.
- · Coordinated with the financial department to approve and transfer cumulative subscription sums to the IPO lead manager.

Senior Quality Manager, Initial Public Offering (IPO) Department

2006 - 2011

- · Verified customers were subscribed in the IPO with the appropriate total share.
- · Confirmed subscriptions were received by the lead manager smoothly & without any discrepancies.
- Ensured all procedures and standards were well-implemented prior to and post execution.

MIS Manager, Network Management Department

2001 - 2005

- · Researched and assessed potential competitors and financial costs for the creation of standalone branches and relocation of ATM machines.
- · Developed customers database.
- Determined management needs and implemented software updates.
- · Utilized teamwork skills by coordinating with different departments to create budget plans and achieve goals.

Customer Services Officer, Electronic Banking Services Department

1997 - 2000

- · Answered customer inquiries via phone calls and email and provided customer support.
- · Raised customer complaints to concerned departments.
- · Created, updated, and maintained customer records.
- · Installed Smartphone machines and educated Affluent clients on usage.
- Installed NCB Direct Programs for company's financial controllers and provided usage guidelines.
- · Handling customers complaints.

KEY ACHIEVEMENTS





- In Retail Reconciliations: successfully reducing the outstanding transactions for the retail products to 3K transaction out of 970K.
- In SAMA and SIMAH Operations: Excelled at escalating NCB's ranking through utilizing technology to increase efficiency and reduce turnaround time; leading and training organized teams who worked around the clock; and arranging staff schedules to accommodate their lifestyles while bringing out the best of their performance.
- In SAMA & SIMAH Operations: Successfully completed all requests within 1 day without leaving any pending.
- In SAMA and SIMAH Operations: Improvement SIMAH score for Consumer and Commercial data quality to the highest score from 86.5% to 99.95%.
- In SAMA and SIMAH Operations: Successfully initiative project for cut costing to stop multiple and duplicated SIMAH inquires.
- In IPO: Played a major role in NCB becoming a main receiving bank and receiving the highest fees smoothly and without any discrepancies.

TRAINING COURSES -

Managing and Organizing Crowds at Events (Ministry of Tourism) Projects management (Ministry of Tourism) Risk management (Ministry of Tourism) Risk management (Ministry of Tourism) Public Relations and Corporate Communication Management (Ministry of Tourism) Public Relations and Corporate Communication Management (Ministry of Tourism) Public Relations and Corporate Communication Management (Ministry of Tourism) Public Relations and Corporate Communication Management (Ministry of Tourism) Public Relations and Corporate Communication Management (Ministry of Tourism) Public Relations and Corporate Communication Management (Ministry of Tourism) Public Relations (Ministry of To	COURSES & CERTIFICATION	LOCATION
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Selling Skills and Marketing Riyadh		
	Constructive Thinking, Self-Management and Teamwork	Riyadh



