

# Abdulnaser S. Al-Githmi

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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.

CV



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 Jeddah, Saudi Arabia

# ABDULNASER S. AL-GITHMI

Saudi | Male | Married

## EDUCATION

### CERTIFICATION



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

### 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.**  
 SNB  
 2022 - 2023



## SKILLS



- 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)

#### 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.

2021 - 2023



### NATIONAL COMMERCIAL BANK (NCB)

#### 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.

1997 - 2021

2015 - 2021

Nov 2019



#### 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



### 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 inquiries.
- 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

| COURSES & CERTIFICATION   | LOCATION      |
|---|---------------|
| ● VIP Service Protocol: Providing Exclusive Hospitality (Ministry of Tourism)   | Jeddah        |
| ● Managing and Organizing Crowds at Events (Ministry of Tourism)                | Jeddah        |
| ● Projects management (Ministry of Tourism)                                     | Jeddah        |
| ● Risk management and decision-making strategies (Ministry of Tourism)          | Jeddah        |
| ● Negotiation skills and creativity (Ministry of Tourism)                       | Jeddah        |
| ● Public Relations and Corporate Communication Management (Ministry of Tourism) | Jeddah        |
| ● Destination Marketing (Ministry of Tourism)                                   | Jeddah        |
| ● Qualification program for tourist guidance (Ministry of Tourism)              | Taif          |
| ● Historic Jeddah Project   | Jeddah        |
| ● Taif City Project   | Taif          |
| ● How to write creative content   | Jeddah        |
| ● Protection of Consumers' Rights   | E-Learning    |
| ● Operational Risk Awareness  | E-Learning    |
| ● Information Security - Safeguarding Data and Information                      | E-Learning    |
| ● Combating Money Laundering and Terrorism Financing                            | E-Learning    |
| ● A Culture of Compliance—Safeguarding our Business                             | E-Learning    |
| ● Recognizing and Responding to Fraud   | E-Learning    |
| ● Legal of banking for SAMA regulations   | Jeddah        |
| ● Capacity Plan   | Jeddah        |
| ● Leadership program- Senior Manager  | Jeddah        |
| ● Performance Management Workshop   | Jeddah        |
| ● Business Process Reengineering  | Jeddah        |
| ● Government Relationship   | Jeddah        |
| ● Coaching For Performance Program  | Jeddah        |
| ● Supervision Skills  | Jeddah        |
| ● Negotiation Skills  | Jeddah        |
| ● Management Change   | Jeddah        |
| ● Business Continuity Planning  | Jeddah        |
| ● Mastering Business and Financial Modeling                                     | Meric Dubai   |
| ● 2 <sup>nd</sup> Saudi IPO Summit  | Riyadh        |
| ● Report Building   | Jeddah        |
| ● Data Exploration  | Jeddah        |
| ● Data Analysis Techniques for Engineers and Technologists                      | Glomacs Dubai |
| ● Fire Fighting   | Jeddah        |
| ● Development Management Skills   | Jeddah        |
| ● Solve Problems and Making Decisions   | Riyadh        |
| ● Financial Accounting  | Riyadh        |
| ● Excellence Service  | Riyadh        |
| ● Planning and Follow up  | Riyadh        |
| ● Face to face selling  | Riyadh        |
| ● Selling Skills and Marketing  | Riyadh        |
| ● Constructive Thinking, Self-Management and Teamwork                           | Riyadh        |

## OTHERS



Member of Saudi Center, Edmonton, Canada



Skilled in Travel and Tourism Planning