

Sayed Ali Alhusaini

OBJECTIVE

To start a challenging career using my knowledge and skills into business wise. To contribute to an organization in need of a young professional who quickly masters new procedures and offers a strong ability to develop ideas which increase productivity and efficiency.



PERSONAL PROFILE

Name: Sayed Ali Nazar Ali Alhusaini

Nationality: Bahraini

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WORKING EXPERIENCE

• **Client Services Officer** Arab Financial Services

Work Period: March 2016 – Current

- Dedicated to Al Salam Bank project.
- Answer inquiries and provide information to customers.
- Identify and escalate customers' issues to the concerned department.
- Deal with different departments and external parties to resolve customers' queries.
- Generate daily and monthly SLA reports.
- Perform other duties like fraud monitoring and detection.

• **Customer Care Representative,** Silah Gulf

Work Period: September 2014 – February 2016

- Dedicated to BMI Bank project.

EDUCATIONAL QUALIFICATION

- 2009 – 2013 **B.Sc. in Computer Science**
AMA International University, Bahrain – GPA: 1.24 (A)

PROFFISIONAL CERTIFICATES

- January 2020 **MCSA: SQL Server Database Administration**

TRAINING COURSES

- **Excellence in Customer Service at the Silah Academy,** (7th – 22nd Sep 2014)
- **Attended many courses at BIBF and Batelco Academy,** (list of courses available upon request)
- **Completed many online courses in different fields,** (list of courses available upon request)

LANGUAGES

- **Arabic:** Native.
- **English:** Very good writing, reading and speaking.

SKILLS

- **Banking:** Well in use of many banking systems such as Vision Plus, T24, DCMS, CMS, Oracle CRM (Siebel) and cortex.
- **Spreadsheets:** Advanced skill in MS Excel.
- **Databases:** Advanced skills in database systems using MS Access, MySQL and MS SQL server.
- **Programming:** Proficiency in C++, C#, Visual Basic.NET and JAVA.
- **Web Development:** Proficiency in ASP.net, PHP, HTML, CSS, JavaScript and managing apache servers.
- **Networking:** Competency in designing, troubleshooting computer networks and configuring Cisco routers and switches.
- **Computer Skills:** Advanced skills in the use of computer operating systems (Microsoft Windows, Linux and Apple Macintosh). Ability to troubleshoot and solve technical problems (Hardware and Software).
- **Computer Applications:** Familiar with many software packages and other software i.e. Microsoft Office (Word, PowerPoint, Visio, etc...), Adobe (Photoshop, Dreamweaver), and VMware Workstation.
- **Interpersonal Skills:** Innovative, Self-learner and Team player. Ability to work under pressure and independently as well as Communication, Analytical and Time Management skills.

INTERESTS

- Reading.
- Surfing the internet.
- Technology developments.
- Football and international sport events.