

MAATOUQ AL HADLAQ

Delivery Supply & Customer Support

Manager



Al Khobar, Saudi Arabia



Saudi Nationality



1979



Married



+96653 9029996



maatouq212@gmail.com

OBJECTIVE

Motivated with all my qualifications to continue working and getting new experiences through the ongoing learning process in life. Also, I would like to strengthen my supervisory and managerial skills, and gain the necessary experience and skills for my ambitious career goals.

WORK EXPERIENCES

December 2020

Bank Al Jazira

Present

Delivery Supply & Customer Support Manager (GTS)



- Manage & lead E-trade System process in the kingdom.
- Supervising the operations of online agreements and salary agreements.
- Communicate with the relevant departments to follow up and solve any technical problems related to the agreements.
- Train employees to use and pass operational processes.

July, 2015 -
December 2020

Bank Al Jazira

Trade Services Manager – Al Khobar

- Establishing and leading the decentralization of Trade Finance Operations Division.
- Coordination between the main administration and the new administration in the eastern region during the transferring of the operational services.
- Training new employees to understand and process all trade products
- The development of trade operations & customer services.
- Supervising the implementation of the processes and ensure the quality and speed of operational services.
- Overall Supervision of issuing trade Transactions (import & export LC, Letter of Guarantee, checking of documents, Bill of collection, Settlement...etc).
- Solving customer problems, if any, and communicate with them to evaluate the level of services.

March, 2013

Gulf International Bank

To June, 2015

Senior Processor , Dhahran



- Issuing import LCs Transactions (letters of credits)
- Ensuring to have all the required Credit Facilities information updated and reflecting the recent Facilities Memos (FMs).
- Communicating with clients regarding the Insurance Certificates and ensuring to have up to date clients' data and information.
- Communication: Internally with concerned departments to ensure completing the transactions process.

LANGUAGES

ARABIC | NATIVE

ENGLISH | FLUENT

COURSES

- Standby L/C (SBLCs) and L/Cs Comparision | 2017 |

- Advanced Coplainte workshop | 2016 |

- Understanding UCP 600 for Practical Application | 2011 |

- Compliance and Anti-Money Laundering Course | 2009 |

- International Trade Products | 2008 |

- Exceed Customer Expectation | 2007 |

- Bank Bookkeeping | 2006 |

SKILLS

COMMUNICATION

TEAMWORK

LEADERSHIP

DYNAMIC

CREATIVITY

REFERENCES

Available Upon Request.

EDUCATIONS

2015

King FAISAL UNIVERSITY, ALHASA, KSA

Bachelor of Business Management

2003

INSTITUTE OF PUBLIC ADMINISTRATION, RIYAH, KSA

Diploma - Sales Management.

WORK EXPERIENCES

Jan, 2012 - Feb,2013

Akzonobel - Dammam & Dubai

Marketing Executive and customer relations

"Biggest international paint in the world, providing specialized paints products for high level products around the world".



- Representing AkzoNobel in all communications with clients and looking after all their demands within the Middle East Region.
- Managing AkzoNobel Exhibitions in cooperation with marketing team in the Middle East region.
- Continuous customer visits and monitoring AkzoNobel performance in addition to receiving their complaints on all levels to have full customers satisfaction
- Visiting/ communicating with the official consultant & architecture agencies to get all the required approvals for products specifications to certify AkzoNobel products as per the International Standards.

July, 2005

Samba Financial Group

To

Supervisor of technology and operations

samba سامبا

Dec.,2011

services , Al Khobar

- Overall Supervision of issuing LCs Transactions (letters of credits) (import & export)
- Communication: Internally with concerned departments to ensure complete transactions process and externally with clients to exchange the required information and documents.
- Have been assigned to manage the centralization program of Trade Services. Dept which was successfully implemented.
- Preparing the monthly statistics and reports.

OTHER WORK EXPERIENCES

April, 2005

Pepsi Cola (Tropicana Juices)

To July, 2005

Sales Cordinator- Al Khobar

pepsi

July, 2003

Ikea Store

To May, 2005

Sales Team Leader - Riyadh

IKEA