


# Abdullah Aloud

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 Riyadh, Saudi Arabia

## SUMMARY

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Quality Control Analyst with progressive experience in quality assurance, customer experience, and complaint management within the banking sector. Skilled in data analysis, KPI monitoring, and dashboard development to drive performance improvement and service excellence. Experienced in evaluating operational performance, identifying root causes, and implementing data-driven corrective actions. Strong analytical mindset with proven ability to enhance compliance, optimize processes, and improve overall customer satisfaction.

## EDUCATION

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- **King Saud University – College of Law & Political Science**  
Bachelor's Degree in Political Science | 2018

## EXPERIENCE

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### Riyad Bank

#### Quality Control Analyst | Mar 2025 – Present

- Analyze customer complaint data to identify service gaps, root causes, and performance trends across departments.
- Develop analytical reports (weekly, monthly, quarterly) presenting actionable insights to senior management.
- Design and maintain interactive dashboards to track KPIs, complaint patterns, and service performance metrics.
- Recommend data-driven improvement initiatives to enhance customer satisfaction and operational efficiency.
- Collaborate with cross-functional teams to implement corrective actions and monitor performance impact.
- Support continuous improvement strategies aligned with regulatory and service quality standards.

### Riyad Bank

#### Quality Control Officer | Nov 2022 – Feb 2025

- Evaluated employee performance against quality standards and internal compliance benchmarks.
- Conducted quality audits and identified performance gaps with structured improvement plans.
- Prepared weekly performance reports highlighting departmental achievements and development areas.
- Built performance dashboards to visually monitor productivity, accuracy, and service quality indicators.
- Provided feedback and coaching recommendations to enhance overall team performance.
- Ensured adherence to internal policies and regulatory guidelines in all reviewed cases.

### Riyad Bank

#### Customer Care Officer | May 2021 – Oct 2022

- Managed and resolved customer complaints through internal banking systems and Saudi Central Bank channels.
- Investigated cases thoroughly to ensure accurate resolution within defined SLAs.
- Coordinated with relevant departments to expedite complaint handling and prevent recurrence.
- Maintained detailed case documentation in compliance with regulatory requirements.
- Enhanced customer experience by delivering timely updates and transparent communication.
- Identified recurring complaint themes and escalated systemic issues for process enhancement.

### Riyad Bank

#### Customer Service Representative | Feb 2020 – Apr 2021

- Delivered front-line banking support addressing customer inquiries and service requests.
- Assisted clients with account services, transactions, and product-related guidance.
- Ensured compliance with banking policies and operational procedures.

## COURSES & CERTIFICATIONS

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- Certified Compliance Officer (CCO) Professional Certificate | Financial Academy | 2026.
- English Course – Stafford House Institute, Canterbury, United Kingdom – 2019.
- Retail Banking Foundations Professional Exam – Second Edition.
- Credit Adviser Professional Exam – Second Edition.
- Capital Market Examination 1 (CME-1).
- ISO 10002 / ISO 10004.
- Compliance Foundations Professional Certificate.

## SKILLS

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### Technical Skills:

- Microsoft Office Suite.
- Data Analysis & Reporting.
- Dashboard Development.
- KPI Monitoring & Performance Tracking.
- Complaint Management Systems.
- Quality Assurance & Compliance Monitoring.

### Soft Skills:

- Effective Communication.
- Problem Solving & Analytical Thinking.
- Ability to Work Under Pressure.
- Meeting Coordination & Facilitation.
- Time Management.
- Team Collaboration & Cross-Functional Coordination.

## LANGUAGES

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- Arabic – English.