BADER ALMUZAYEN

Customer Success & Business Systems

6634 4181

BaderAlmuzayen@hotmail.com

www.BaderAlmuzayen.com

Customer-focused banking and digital operations professional with experience supporting retail, VIP, and corporate clients. Skilled in customer relationship management, complex issue resolution, technical coordination, and service improvement. Experienced in digital banking operations, incident management, and SLA monitoring. Additionally, design and develop CRM and booking management systems using AI-assisted development tools and hands-on coding. CAPM-certified and Microsoft-certified in Azure Data Fundamentals (DP-900) and Power BI Data Analytics (PL-300), combining customer experience, technology, and project coordination to deliver effective business solutions.

SKILLS

- Customer Experience Management
- Customer Relationship Management (CRM)
- Digital Banking Operations
- Corporate & VIP Client Support
- Complaint & Incident Resolution
- SLA & KPI Monitoring
- Project Coordination
- Business Requirements Analysis
- Business Systems Development
- AI-Assisted Application Development
- Visual Studio Code (VS Code)
- CRM & Booking Management Systems
- Workflow Automation

EXPERIENCE

Digital Solutions Developer | AI-Assisted

Aug 2026 – Present

Self-Employed

- Design and develop customized CRM and booking management systems for small businesses using AI-assisted development tools and hands-on coding.
- Independently review, modify, customize, and maintain application code using Visual Studio Code (VS Code).
- Build web-based applications featuring customer management, appointment scheduling, interactive dashboards, and automated workflows.
- Translate business requirements into functional digital solutions, combining AI capabilities with practical technical knowledge.
- Manage the development lifecycle, including planning, implementation, testing, troubleshooting, and continuous improvements.

Digital Channels- Consumer Banking

Feb 2024 – Present

National bank of Kuwait -NBK

- Manage customer service requests and complex escalations across digital banking channels, ensuring timely resolution and service continuity.
- Collaborate with IT, operations, and cross-functional stakeholders to investigate and resolve technical and operational issues.
- Monitor service-level agreements (SLAs), operational KPIs, and customer satisfaction indicators to support service quality improvements.
- Coordinate incident follow-ups and track outstanding cases through internal support and ticketing systems.
- Support high-priority and VIP customers by addressing service concerns and coordinating appropriate resolutions.
- Identify recurring customer issues and opportunities to improve digital service delivery and operational efficiency.

Digital Banking Support & Follow-Up – WOL

Aug 2023 – Feb 2024

National bank of Kuwait -NBK

• First-line support for mobile and online banking issues serving Contact Center
• Investigation and follow-up of digital banking incidents
• Coordination with IT and internal business units
• Processing approvals for online transfer limit increases
• Providing SMS and notification logs to relevant departments
• Monitoring and escalating unresolved customer cases
• Preparing daily, weekly, and monthly operational reports for management
• Supporting service continuity and improving the digital customer experience

Digital Banking & Digital Channels Officer

Mar 2023 – Aug 2023

National bank of Kuwait -NBK

• Providing video-based banking services through ITMs, including cash withdrawals and deposits, account transfers, KYC updates, account statement printing, cheque processing, and debit card issuance
• Supporting both customer and staff banking transactions through digital service channels
• Handling customer inquiries and service requests received through Instagram,

- Data Analysis & Reporting
- Data Visualization
- Dashboard Development
- Technical Support & Troubleshooting

LANGUAGES

Arabic | Native

English | Fluent

WhatsApp, Twitter, and Facebook
• Managing a monthly target of approximately 1,500 social media cases
• Maintaining a 7-minute service-level agreement (SLA) for digital customer interactions
• Coordinating with relevant internal teams to resolve customer issues and ensure service continuity
• Delivering efficient, accurate, and high-quality customer service across multiple digital channels

Contact Center Representative – Consumer Banking

May 2022 – Mar 2023

National bank of Kuwait -NBK

- Handling clients through phone regarding loans, credit cards, accounts, business banking, NBK mobile banking app and providing support for customers who are facing issues or explaining steps and clarify any misunderstandings ideas regarding banking industry in general

Business Operations & Reporting Analyst

Dec 2020 – Apr 2022

SAS Media Company

- Maintained structured datasets and supported data accuracy, consistency, and reporting requirements
- Used Excel and reporting tools to clean, organize, analyze, and present business data
- Assisted in transforming raw operational data into meaningful reports, dashboards, and actionable insights
- Analyzed operational data and performance indicators to identify trends and improvement opportunities.

Teaching Assistant – Student Employment Program

Sep 2017 – Jul 2018

Kuwait University

- Supported faculty with administrative, reporting, and technical tasks as required
- Prepared PowerPoint presentations and structured academic materials
- Created and maintained basic Excel spreadsheets for data organization

EDUCATION

Bachelor of Science (B.S.) in Management Information Systems (MIS)

Kuwait Univeristy, Kuwait - Shuwaikh

Extracurricular Activities

- 3.11 GPA
- 3.00 MGPA

CERTIFICATIONS

- Microsoft Certified: Azure Data Fundamentals DP-900
- Microsoft Certified: Power BI Data Analyst Associate PL-300
- Certified Associate in Project Management CAPM-PMI

- TOEFL ITP, Paper Based Test - 530 Total Score
- Introduction to Python language - KU
- Data Quality 2026 - NBK Session 2026