

BADER ALMUZAYEN

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MIS professional with 4+ years of experience across banking operations, digital channels, customer experience, reporting, and IT-related support. Experienced in KPI reporting, dashboards, operational analysis, incident escalation, SLA monitoring, and coordination with technical and business teams. Strong background in Microsoft Excel, MIS reporting, data visualization, and performance analysis, with basic working knowledge of SQL, Tableau, databases, Microsoft Azure, and basic IT operations concepts.

Hands-on experience with enterprise systems including BMC Remedy, IBM VisionPLUS, HPS PowerCARD, CRM, SAP BusinessObjects, and digital banking platforms. CAPM® certified and Microsoft Certified in Azure Data Fundamentals (DP-900), with a strong interest in Data Analysis, MIS, Business Intelligence, IT Operations, and Digital Transformation.

SKILLS

- Data Analysis
- AI Tools & Productivity
- AI-Assisted Research & Analysis
- Prompt Engineering
- Microsoft Excel
- Dashboard Reporting
- Incident Monitoring
- Ticket Management
- Data Visualization
- Service Desk Support
- KPI Reporting

EXPERIENCE

Digital Channels officer – Consumer Banking

Feb 2024 – Present

NBK

- Digital and mobile banking support
- Customer issue resolution and escalation management
- Banking operations and service delivery
- Cross-functional coordination with internal departments
- VIP and priority customer support
- KPI, SLA, and service quality monitoring
- Customer experience and satisfaction improvement

Digital Banking Support & Follow-Up – WOL

Aug 2023 – Feb 2024

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

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, 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

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

- CRM Systems
- BancsLinks
- BMC Remedy / Remedy Ticketing System
- IBM VisionPLUS (V+)
- HPS PowerCARD

LANGUAGES

Arabic | Native

English | Fluent

MIS 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

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 University, Kuwait - Shuwaikh

- 3.11 GPA
- 3.00 MGPA

CERTIFICATIONS

- CAPM® - PMI
- Microsoft Certified: Azure Data Fundamentals DP-900
- Microsoft Certified: Power BI Data Analyst Associate PL-300
- TOEFL ITP, Paper Based Test - 530 Total Score
- Introduction to Python language - KU
- Data Quality 2026 - NBK Session 2026