



# Rashid Bachikkandavida

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## WORK EXPERIENCE

### Admin Support & Quality Assistant

**Hevens Pre School** [ 1 Apr 2018 – 28 Mar 2025 ]

City: Kannur | Country: India

- **Streamlined Academic & Administrative Processes:** Designed and implemented efficient documentation systems for student records, staff files, and academic reports—reducing data retrieval time by 40% and improving inter-departmental coordination.
- **Quality Monitoring & Compliance:** Regularly conducted internal audits and quality checks to ensure adherence to school policies, safety standards, and regulatory compliance, contributing to successful external inspections and accreditation readiness.
- **Stakeholder Support & Communication Hub:** Acted as the central point of contact between management, staff, and parents—resolving queries, scheduling meetings, and preparing timely communication materials to enhance transparency and engagement across all levels.
- **Event Coordination & Operational Support:** Led the planning and executing school events, workshops, and training sessions—managing logistics, communication, and follow-ups to ensure smooth operations and high participation rates.

### SENIOR CUSTOMER SERVICE OFFICER

**Saudi National Bank** [ 3 Feb 2009 – 28 Feb 2018 ]

City: Dammam | Country: Saudi Arabia

- **Handling Customer Account Inquiries:** Assist customers with inquiries related to their bank accounts, such as balance checks, transaction history, and account statements, ensuring accurate information is provided.
- **Processing Financial Transactions:** Facilitate transactions like deposits, withdrawals, transfers, and payments, while adhering to banking regulations and company policies.
- **Resolving Customer Complaints and Disputes:** Conduct thorough investigations and address and resolve customer complaints about account discrepancies, fees, or unauthorized transactions.
- **Cross-Selling Banking Products and Services:** Identify customer needs and recommend suitable banking products like credit cards, loans, or investment services to enhance customer satisfaction and support business growth.
- **Maintaining Confidential Customer Information:** Ensure the security and confidentiality of customer information, following data protection regulations and bank policies to prevent fraud or data breaches.
- **Assisting with Online and Mobile Banking:** Guide customers on using online and mobile banking platforms, troubleshooting issues, and ensuring customers can efficiently manage their accounts digitally.

### QUALITY CONTROLLER

**Enjaz Banking** [ 4 Jan 2006 – 29 Dec 2008 ]

City: Riyadh | Country: Saudi Arabia

- **Monitoring Customer Service Quality:** Conduct regular reviews of customer service interactions (calls, emails, chats) to ensure compliance with banking standards, policies, and regulatory requirements.
- **Identifying Areas for Service Improvement:** Analyze performance data and customer feedback to identify trends, areas for improvement, and opportunities to enhance customer satisfaction.
- **Developing Quality Assurance Metrics:** Create and implement quality control metrics and benchmarks to evaluate customer service performance and ensure consistent service delivery.
- **Training and Coaching Customer Service Staff:** Provide targeted feedback, coaching, and training to customer service teams based on quality assessments to improve performance and adherence to banking protocols.

- **Reporting Quality Findings to Management:** Prepare detailed reports on quality assurance outcomes, highlighting key findings, trends, and action plans for continuous improvement in customer service.
- **Ensuring Compliance with Banking Regulations:** Verify that customer service teams adhere to banking regulations and industry standards, addressing any compliance gaps or risks identified during evaluations.

## REMITTANCE TRACKING OFFICER

*Al Rajhi Banking* [ 2 Sep 2001 – 29 Nov 2005 ]

City: Riyadh | Country: Saudi Arabia

- **Monitoring Financial Transactions:** Oversee and track daily financial transactions, including transfers, deposits, withdrawals, and payments, ensuring accuracy and compliance with internal policies.
- **Investigating Discrepancies:** Identify and investigate any discrepancies or irregularities in transaction records, collaborating with other departments to resolve issues promptly.
- **Ensuring Compliance with Regulatory Standards:** Ensure all transactions adhere to banking regulations, anti-money laundering (AML) laws, and internal compliance standards to prevent fraud or illicit activity.
- **Maintaining Transaction Records:** Maintain and update accurate transaction logs and audit trails in the bank's systems, ensuring data integrity and easy retrieval for audits and reviews.
- **Collaborating with Fraud Prevention Teams:** Work closely with fraud prevention and risk management teams to detect and escalate suspicious transactions or patterns that may indicate fraudulent activities.
- **Generating Transaction Reports:** Prepare and analyze daily, weekly, and monthly transaction reports, providing insights and recommendations to management on trends, risks, and operational efficiency.

## EDUCATION AND TRAINING

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### Bachelor of Computer Science

*Karnataka University* [ 3 Apr 1997 – 29 May 2000 ]

City: Dharwad | Country: India

## LANGUAGE SKILLS

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**Mother tongue(s):** Malayalam

**Other language(s):**

### English

LISTENING C2 READING C2 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C2

### Arabic

LISTENING C2 READING C1 WRITING C1

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## SKILLS

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[ 2 Sep 2001 – Current ]

### Professional Skills

- **Customer-Centric Mindset**
- **Attention to Detail**
- **Emotional Intelligence (EQ)**
- **Active Listening**
- **Sales and Upselling Skills**
- **Problem-Solving Under Pressure**
- **Digital Literacy and Tech-Savvy**
- **Conflict Resolution and Negotiation**
- **Process Improvement Mindset**
- **Time Management and Prioritization**