

KHALED AHMED ALGHAMDI, PMP®

PMP® | CONTACT CENTER & CUSTOMER CARE LEADER | CUSTOMER EXPERIENCE | BANKING OPERATIONS | OPERATIONAL EXCELLENCE

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EXECUTIVE PROFILE

PMP®-certified contact center and customer experience leader with 13+ years across NBK KSA, Bank Albilad, and Samba Financial Group. Founding member of the team responsible for establishing and scaling NBK KSA's Contact Center. Combines COPC Certified Professional Manager, Lean Six Sigma Black Belt, ISO 9001:2015 Lead Auditor, and a Diploma in Customer Experience (Distinction), providing a strong foundation in project management, operational excellence, quality management, and customer experience. Driven by continuous improvement in high-stakes, regulated banking environments.

CAREER HIGHLIGHTS

- **Contact Center Establishment:** shaped how NBK KSA's contact center would run before its first day live, contributing from inception through scale-up.
- **Banking Operations Leadership:** directed large-scale, multi-shift retail banking operations at Bank Albilad and Samba, stepping into full operational leadership during management coverage.
- **Regulatory & Complaint Management:** primary owner of SAMA-regulated complaint escalations at Bank Albilad, ensuring compliance ahead of a dedicated specialist role.
- **Fraud Risk Management:** managed fraud exposure end-to-end — verification, card blocking, and Fraud Department escalation — protecting customers and the institution.
- **Executive Reporting:** prepared daily, weekly, and monthly reporting and presented results directly to senior leadership in the manager's absence.
- **Project Leadership:** applied PMP principles to strengthen stakeholder alignment and improvement initiatives across customer operations.

CORE COMPETENCIES

Contact Center Operations • Customer Experience (CX) Strategy • Banking Operations • Operational Excellence
Workforce Management (WFM) • KPI / SLA & Performance Management • Quality Assurance & Calibration
Complaint Management & SAMA Escalation • Fraud Risk Management • Business Intelligence (Power BI)
Lean Six Sigma Process Improvement • Operational Governance • Stakeholder Management • Project Management (PMP)
KPI areas managed: Service Level • Speed of Answer • Queue Performance • First Call Resolution • Quality Score • CSAT • Abandonment Rate • Occupancy • Schedule Adherence • Service Delivery

PROFESSIONAL EXPERIENCE

Contact Center Team Leader — Customer Care Jan 2025 – Present

National Bank of Kuwait (NBK) KSA — Riyadh, KSA

Reports directly to the Head of Customer Care within NBK KSA's newly established Contact Center.

- Own day-to-day performance, service delivery, and quality for the customer care team.
- Lead training, coaching, and onboarding to raise team capability and consistency.
- Manage complaint and fraud-escalation workflows, coordinating cross-departmentally to resolution.
- Partner with IT, Quality, and Fraud teams, and advise management on scaling strategy as operations mature.

Contact Center Team Leader Apr 2019 – Jan 2025

Bank Albilad — Riyadh, KSA

Regularly acted as operational backup to the Contact Center Manager; accountable for agents and supervisors across retail phone banking.

- Directed Workforce Management and staffing with a sustained focus on speed of answer and queue performance.

- Owned customer complaint management, including SAMA-related complaints, as primary handler ahead of a dedicated specialist hire, and provided coverage during specialist leave periods.
- Managed fraud cases end-to-end — verification, card blocking, Fraud Department escalation, and resolution follow-up.
- Partnered with IT to resolve contact center telephony and banking-hotline issues; used Power BI to drive operational reporting.

Contact Center Team Leader Jan 2012 – Apr 2019

Samba Financial Group — Riyadh, KSA

- Led front-line contact center operations in a large-scale environment with a sustained focus on Service Level performance.
- Partnered with the Quality team to design QA scorecards and drove calibration and performance-improvement sessions.
- Strengthened the end-to-end customer journey and reduced complaint drivers through cross-functional collaboration.
- Built foundational expertise in contact center operations, coaching, and performance management over a 7-year tenure.

KEY PROJECTS

- **Contact Center Establishment:** contributed to the successful establishment of NBK KSA's Contact Center by supporting the design of its operating framework, governance model, performance measurement, and management reporting capabilities.
- **Regulatory Compliance & Fraud Operations:** strengthened complaint management and fraud-control processes through standardized workflows, cross-functional coordination, and regulatory alignment.
- **Workforce & Operational Performance:** advanced workforce planning and staffing optimization, using KPI monitoring to sustain service delivery targets.
- **Quality & Continuous Improvement:** enhanced customer operations through quality frameworks, calibration practices, and process improvement across multiple banking environments.

TECHNOLOGY & SYSTEMS

Contact Center Platforms: Cisco Contact Center • Cortex • CRM • CMS

Banking Systems: FDI • T24 (Core Banking) • Acquiring Systems

Reporting & Analytics: Power BI • MIS & Reporting Tools

Office Productivity: Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) • Advanced Excel

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- **Project Management Professional (PMP)®** — Project Management Institute (Certified July 2026, valid through 2029)
- **COPC® Certified Professional Manager** — COPC Inc. (2025)
- **Lean Six Sigma Black Belt (ICBB)** — IMC Certifications (2023)
- **ISO 9001:2015 Lead Auditor** — IMC Certifications (2023)
- **Diploma in Customer Experience (CX) — Distinction** — The CX Academy (2025)
- **Agile Project Management & Project Planning: Putting It All Together** — LinkedIn Learning
- **McKinsey Forward Program** — McKinsey & Company
- **AI Fundamentals with Capstone** — IBM (2025)
- **Foundations of Project Management** — Google (2025)
- **Power BI** — LEORON (2023)

EDUCATION

- **Master's Degree in Project Management (MPM)** — Midocean University, 2021
- **Bachelor's Degree in Business Administration** — King Faisal University, 2017

LANGUAGES

Arabic (Native) • English (Professional Working Proficiency)