

MOHAMMED ALAWI AL-HEBSHI

📍 Riyadh, Saudi Arabia

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PROFESSIONAL SUMMARY

Skilled in communication & electrical engineering, digital transformation, self-service machine development, project management and Business Development. With 20 years' experience in banking, communication and Industrial sectors. Business leader equipped with decisive leadership and superior negotiation skills.

EDUCATION

10/1998 - 2003

Bachelor of: Electrical and Communication Engineering
Mu'tah University - Jordan

01/2024 - 2025

Professional Master of: Business Administration
San Francisco State University – United State

WORK EXPERIENCE

04/2010 - 05/2023

Senior Digital Channels Management Officer
Bank Albilad

- Manage digitalization projects for all channels (Mobile Banking, Internet Banking and Self-Service machine).
- Open Banking for retail and corporate use cases with agile onboarding process in developer portal.
- Achieving the governance objectives for Digital Banking and Innovation.
- Work closely with the IT team to monitor and resolve issues for consumer online and mobile banking products and services to enhance the online and mobile banking customer's digital experience.
- Support the banks digital strategy, Develop in-depth knowledge of system functionality and interfaces with legacy systems, Automation initiatives, and testing.
- Monitor and analyze KPI's and success metrics for digital products. apprised of industry trends and work with upper management to determine product direction and features and make recommendations.
- Managing Projects for self-service machines (ATMs, Interactive Teller Machines, Cash Deposit Machines, Bulk Deposit Machines, Kiosk Machines, ...etc) related projects.
- Enhancements of self-service channels to provide high end services to Albilad customers.
- Migrate branch transactions to SMART Branches.
- Launching Digital Sales for Loans and Credit Cards cross self-serve machines and smart Branches.
- Lead ATMs stakeholders to maintain all aspects services to fulfil the organization objectives.
- Managing ATM feasibility to meet sites Profitability and Operation cost.
- Creating the Work Procedure Man & SLA.
- Budgeting the annual CAPEX and OPEX of a total tens millions of dollars for high volume projects.

04/2009 - 04/2010

Sales Executive

Abdullah Fouad Holding Co.

- Sale products of Industrial machine, measurement equipment for laboratory.
- Prepare proposal and presentation material.
- opening new business
- Managing relations with the major customers
- Controlling the lead until close it.
- Train the customer to use our product.
- Creating new ideas in the marketing.
- Following the investment in market to lead the new accounts.

04/2005 - 03/2009

ATM Project Coordinator

Riyad Bank

- ATM expansion project was one of the biggest projects to increase ATM span all over the kingdom. I was responsible to manage the project timeline and release ATM in production from scratch.
- Manage Self-Serve network size with stakeholders.
- Manage inventory.
- Self Service Area Revamp.
- Align Self Service with Internet & IVR with OMNI concept.
- Enhance customer experience on Self-Serve.
- Launching digital SMART Branches concept.

09/2003 - 03/2005

Corporate Sales Support

Cyberia (Internet Service Provider)

- Handling new orders with STC and solve technical issues until install the service.
- Keep record customer database and reviewed customer feedback to enhance service and increase sales quota.
- Generate daily report for sales section to track customer requirements all over the kingdom.
- Arrange with technical team to visit customer site and install the service.
- Troubleshoot the technical issues with STC NOC.

CERTIFICATIONS

Consultant Degree from Saudi Council of Engineers

Retail Banking Professional Foundation, (RBPFC)

Cisco Certified Network Associate, (CCNA)

SKILLS & TRAINING

- 6 Sigma
- Anti-Money Laundering
- ITIL
- CCNA
- MCSE
- PMP
- ATM First Line Maintenance
- Contract Drafting
- Business Report Writing
- Effective Communication Skills
- Emotional Intelligence
- Microsoft Office

LANGUAGE

- Arabic
- English

PERSONAL DETAIL

- **Marital Status:** Married
- **Birth Date:** 11/5/1979
- **Nationality:** Yemen
- **Visa Status:** Residence