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| |  | | --- | | **TALAL ALQASSAB**  E-mail: [T\_alqassab@hotmail.com](mailto:T_alqassab@hotmail.com)  Tel: 00973 – 38883499 | | **Objective** |   To continue my search for a new challenge within an organization where I can further contribute to the mission and add value. This will allow me to utilize my exceptional operational background, clerical skills, and ability to manage my assigned responsibilities effectively and efficiently. |
| **PROFESSIONAL Experience** |

**U.S. Department of Defense**

**01 August 2023 – Present**

**Naval Support Activity (NSA)**

**Naval Security Forces (NSF)**

**Clerk**

* Assist the department with vetting, processing, or issuing the Defense Biometrics Identification Systems (DBIDS) access IDs.
* Manage a variety of clerical duties related to the security development of base access IDs including clarifying enquiries, following up with cases, and coordinating technical systematic issues.
* Perform operational responsibilities required with a high degree of professionalism and accuracy due to the nature of sensitive information handled including passports, citizenship documents, and civil documents.
* Quickly responded to incoming calls and provided the required service in a prompt, personalized, and professional manner.
* Trained new military and non-military personnel on the department’s operations, policies, and DBIDS System.

**Self-Employed 02 Mar 2020 – Present**

**Communications Specialist/General Assistant and Clearing Officer**

* Delivered exceptional customer service by overseeing and guiding the customer through the entire process of his request from official documents intake to processing to final delivery.
* Managing the entire business development agenda which includes meeting, communicating, coordinating, and following up with new local or foreign customers.
* Handle client sensitive information (Passports, Residency Permits, Citizenship Documents, Travel Documents, Official Documents, etc) with the upmost professionalism and confidentiality.
* Communicate clearly with clients and all necessary parties to process client request and maintain customer satisfaction.
* Directly contact customers for verification purposes to maintain customer information in the database.

**Self-Employed 02 Mar 2020 – Present**

**Personal Trainer**

* Experienced with various physical disciplines. This includes strength and conditioning, powerlifting, bodybuilding, martial arts, aerobic/anaerobic conditioning, and flexibility in addition to other related subjects (diet, recovery, supplements, etc)
* Create and customize a full range of physical fitness programs according to the customer’s needs. Programs range from strength and conditioning to flexibility training to bodybuilding. Programs can also be further customized for aerobic or anaerobic conditioning.
* Explain exercises in detail and provide alternatives if required. This includes explaining how to safely and properly use gym equipment.
* Monitors each customer’s progress regularly through specific measurements/data (for example, strength via weight lifted or weight gain etc)
* Evaluate client’s fitness levels and health conditions before implementing any health program. This also includes considering all external factors related to the individual’s needs (such as health related issues, lifestyle, etc)
* Lead both, individual and group training sessions.

**US Embassy 24 Nov 2019 – 01 Mar 2020**

**Regional Security Office (RSO)**

**Foreign Service National Investigator (FSNI) Clerk**

* Assisted the unit with preparing, processing, or archiving investigations.
* Perform the responsibilities required with a high degree of professionalism and accuracy due to the nature of sensitive information handled including passports, citizenship documents, and civil documents.
* Quickly responded to incoming calls and provided the required service in a prompt, personalized, and professional manner. This includes sensitive based calls from Bahraini Authorities.
* Professionally delegate MyServices requests to manage workload according to priorities. This includes processing the MyServices requests daily in a timely and accurate manner while maintaining high quality service with multiple requests simultaneously.

Gulf Air 18 Sep 2016 – 17 Sep 2017

Corporate Finance - Accounts Officer

* Oversees the entire customer travel process from initial request to ticket issuance to ensure customer satisfaction.
* Professionally work with and develop new relationships with Gulf Air’s customers or potential customers in face to face interactions whom had enquiries about the company’s products or services.
* Effectively and efficiently manage customer travel requests in a detail oriented and challenging travel environment.
* Resolving customer issues with the highest level of professionalism and integrity to ensure customer satisfaction and retention in the challenging travel environment.
* Received management approval to train new employees as a result of my excellent customer service experience and skills.
* Professionally resolving multiple customer problems and complaints followed by accurately archiving records of customer interactions and corresponding cases.

Gulf International Bank 23 Oct 2011 – 15 May 2014

Operations Department - Loans Agency Officer

* Served Gulf International Bank’s multiple customers with the upmost service quality regarding syndicated facilities.
* Professionally resolved corporate and governmental customers problems and complaints by investigating the issue, clarifying the situation, explaining the best solution, and following up with cases.
* Positively building customer relationships and trust with Gulf International Bank by responding efficiently and helpfully to customer needs.
* Generating a connection and develop a rapport with customers to provide outstanding personalized service.
* Assisted the project managers of digitalizing GIB’s Operations Department.

Ahli United Bank 11 May 2008 – 04 Oct 2011

Remote Banking Department - Contact Center Agent

* Served Ahli United Bank’s customers with the upmost service quality through digital and contact center methods (phone, email, correspondence, and Email)
* Managed customer calls effectively and efficiently in a complex, fast-paced, and challenging call center environment. This includes resolving customer issues and winning customer loyalty.
* Handled a high number of customer calls per day, giving detailed, personalized, friendly and polite service to ensure customer retention.
* Positively building customer relationships and trust with the bank by responding efficiently and helpfully to customer needs.
* De-escalate customer complaint calls via active listening.
* Personally managed and worked on new projects related to the Ahli United Bank United Kingdom’s accounts.

**Apex Gym 01 Sep 2006 – 01 June 2007**

**Gym Manager and Head Trainer**

* Managing the overall day to day operations of a well renowned local gym which included acting as the Head Trainer. This includes updating the gym owners regarding to the gym’s operations and performance. This also included hiring, training, and supervising gym staff and instructors.
* Create and customize a full range of physical fitness programs according to the customer’s needs. Programs range from strength and conditioning to flexibility training to bodybuilding. Programs can also be further customized for aerobic or anaerobic conditioning.
* Oversee all various gym programs for the different individual and group training sessions.
* Explain exercises in detail and provide alternatives if required. This includes explaining how to safely and properly use gym equipment.
* Coordinate the gym’s training schedules for instructors and clients.
* Promote the gym via creative campaigns and attempt to retain gym members.
* Oversee the sale of gym memberships and products.
* Maintain a safe and clean gym environment
* Evaluate client’s fitness levels and health conditions before implementing any health program. This also includes considering all external factors related to the individual’s needs (such as health related issues, lifestyle, etc)

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| **eDUCATION** |

**Masters of Business Administration** New York Institute of Technology

Adliya, Bahrain

2009 – 2012

**Bachelor of Science in Accounting** New York Institute of Technology

Adliya, Bahrain

2007 – 2009

**International Baccalaureate Diploma** Bahrain Bayan School

Isa Town, Bahrain

2005 – 2007

**American High School Diploma** Bahrain Bayan School

Isa Town, Bahrain

1992 – 2007

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| **Certifications** |

**Harvard University, Kennedy School of Government**

**HarvardX on edX**

* Exercising Leadership: Foundational Principles

October 2022

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| **leadership qualifications & additional achievements** |

* Graduate Speaker for the New York Institute of Technology 2011 Graduation Ceremony
* Received the Commencement Speaker Award for the New York Institute of Technology 2011 Graduation Ceremony
* Graduated from the private school Bahrain Bayan School with Four Higher Level I.B. Subjects versus the Standard Requirements of Three plus a 93% School Grade score.
* Leader of Bahrain Bayan School Division during Senior Year of 2006-2007.

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| **Languages** |

**Languages:**

* Fluent in Arabic (Native Language)
* Fluent in English