

# Ra'ed Mubarak Al-Nafaie

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## AT A GLANCE:

A Relations Management specialist with experience handling governmental and private relations, management of campuses and executive administrative tasks.

## EDUCATION:

2011 – 2015	Shaqra University, College of Science & Humanities Riyadh, Saudi Arabia Department of English CGPA: 3.45/5.00
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## WORK EXPERIENCE:

2021 Feb – Present	<b>Head of Governmental &amp; Private Relations at Al-Motaqdimah Schools</b> <ul style="list-style-type: none"><li>• Oversaw all government and private relations for 28+ Al-Motaqdimah campuses across Saudi Arabia.</li><li>• Facilitated key partnerships with private entities to advance the company's mission and growth.</li><li>• Managed strategic communication with Saudi Arabian Ministry of Education and other government bodies.</li><li>• Coordinated with stakeholders to address and resolve regulatory compliance issues.</li><li>• Advocated for the company's interests in meetings with government officials, enhancing the school's reputation.</li><li>• Negotiated contracts and agreements with external partners, leading to beneficial collaborations.</li></ul>
2017 Oct– 2021 Feb	<b>General Manager at Al-Nawabigh Private School Campus</b> <ul style="list-style-type: none"><li>• Oversaw daily operations of Al-Nawabigh Private School Campus, ensuring efficiency and quality education.</li><li>• Managed budget planning and financial operations, optimizing resource utilization.</li><li>• Led a diverse team of educators and support staff, fostering a positive and collaborative work environment.</li><li>• Ensured compliance with Saudi Arabian educational regulations and standards.</li><li>• Handled crisis management and risk mitigation, safeguarding the school's reputation and stability.</li></ul>

	<ul style="list-style-type: none"> <li>• Cultivated relationships with parents, stakeholders, and the local community to foster support and collaboration.</li> </ul>
2017 Jan – 2017 Oct	<p>Relations Management Specialist at Al-Samman Real Estate Group</p> <ul style="list-style-type: none"> <li>• Managed key relationships for Al-Samman Real Estate Group, promoting business growth and collaboration.</li> <li>• Negotiated contracts and agreements with partners, clients, and vendors, ensuring beneficial terms.</li> <li>• Addressed and resolved any conflicts or issues arising from partnerships and relations.</li> <li>• Coordinated communication between different departments within the company and external stakeholders.</li> </ul>
2015 Nov – 2021 (Full time then part time)	<p>Customer Relations Specialist at Al Rajhi Bank</p> <ul style="list-style-type: none"> <li>• Managed customer relationships at Al Rajhi Bank, enhancing customer satisfaction and loyalty.</li> <li>• Resolved customer issues promptly, ensuring high-quality service delivery.</li> <li>• Utilized CRM software to track customer interactions and follow up on their inquiries or requests.</li> <li>• Facilitated customer feedback collection, analyzing data to identify areas of improvement.</li> <li>• Conducted regular training sessions for the customer service team to enhance their skills.</li> </ul>

#### LANGUAGES:

- Arabic – Native
- English – Conversational & Professional
- Turkish – Beginner
- Urdu - Beginner