Bandar Al-Otaibi

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Professional Summary

A newly graduated Bachelor of Laws with strong knowledge of regulations and legislation, and practical experience through training focused on enhancing practical skills and solving challenges. I provided outstanding services to beneficiaries in the healthcare sector by receiving inquiries, resolving complaints, reserving appointments, and improving customer experience. I also received specialized training in financial culture and real estate marketing, and I am eager to contribute my knowledge and skills to the workplace.

(Government Procedures for Investors and Ministry of Human Resources and Social Development – Office Work)

Professional Experience

Mena Al-Sihha Cooperative Company
October 2025 – Present

- Raising medical approvals
- Coordinating appointment dates
- Responsible for patient admission and discharge

Health Ministry | Saudi Arabia | Health Affairs Department
Patient Service Representative | April 2025 – August 2025

- Receiving patient inquiries and providing the necessary support efficiently.
- Handling complaints and ensuring data accuracy in the system.
- Resolving complaints and providing appropriate solutions.
- Contributing to improving customer experience and enhancing service quality.

Education

Shaqra University | Saudi Arabia
Bachelor of Laws | May 2025

- Studied legal systems and regulations and analyzed them in depth.
- Acquired legal drafting skills and writing of memorandums.
- Trained on methods of dispute resolution and the application of advocacy and defense.
- Developed legal research and consultation skills to support decision-making.

Certifications and Courses

- Financial Culture according to the Saudi Work System.
- Principles of Customer Service.

Skills

❖ **Personal Skills:**

- Communication Skills.
- Problem-Solving Skills.
- Ability to Persuade and Negotiate.
- Teamwork.
- Innovation and Creativity.
- Time Management.
- Attention to Detail.
- Strategic Planning.

❖ **Professional Skills:**

- Advocacy and Defense.
- Legal Consultations.
- Contracts and Agreements.
- Dispute Resolution and Arbitration.
- Representation and Governance.
- Commercial and Investment Law.
- Criminal and Civil Law.
- Microsoft Office Programs.

Languages

- Arabic.
- English.