

Mansour Ghandour

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EDUCATION

From Sep 2018 to Dec 2019	Lebanese American University <i>Executive MBA</i>	Beirut, Lebanon
From Oct 2008 to Jun 2011	American University of Beirut <i>Bachelor of Arts in Economics</i>	Beirut, Lebanon
From Sep 1994 to Jun 2007	College Sacre-Coeur Gemmayzeh <i>French Baccalaureate (Mathematics)</i> <i>Lebanese Baccalaureate (General Science)</i>	Beirut, Lebanon

CERTIFICATION

Sep 2018	Thomson Reuters <i>Communications and Leadership</i>
Sep 2017	Formatech <i>Handling Complaints and Difficult Customers</i>
Dec 2013 Sep 2012	Chartered Institute for Securities and Investment (CISI) <i>Risk in Financial Services</i> <i>International Introduction to Investment</i>
Mar 2013	Banque Du Liban <i>Lebanese Financial Regulations</i>
Feb 2013	Association Des Banques Du Liban (ABL) <i>Legal Aspects of Banking Operations</i>

WORK EXPERIENCE

From Mar 2016 to Present	BANQUE MISR LIBAN SAL <i>Head of Transparency</i>	Beirut, Lebanon
<ul style="list-style-type: none">• Ensure that all customer complaints/enquiries are handled in an efficient and timely manner• Ensure that all the bank's advertisements, applications and contracts are clear, comprehensive and accurate• Update key facts statements for all the bank's products/services in parallel with the customer's rights and duties• Develop training programs for employees on how to have a fair and professional relationship with the customer• Ensure compliance with Banque Du Liban related circulars not to mention updating the bank's policies & procedures accordingly• Prepare comprehensive quarterly reports to the General Manager/BOD about the bank's compliance with BDL circulars not to mention all complaints submitted and their severity in relation to the bank's reputation		

From July 2014 to March 2016

BANQUE MISR LIBAN SAL

Beirut, Lebanon

Senior Operational Risk Analyst

- Promote the Operational Risk culture at the level of all employees in branches and head office
- Design and Establish the Loss Incident Reporting procedures by internally developing the required System
- Deliver Risk & Control Self-Assessment (RCSA) presentations to employees that include performing brainstorming sessions to identify process/control related issues in order to eventually implement the necessary action plans
- Perform the necessary quantitative and qualitative analysis on historical loss data collected combined with RCSA Risks, to establish correlation between both and eventually form our Key Risk Indicators (KRIs) Database
- Review and Assess Process Flows in policies and procedures (P&Ps), as part of the Risk Mitigation Process of Identified Operational Risks
- Investigate all operational losses reported
- Prepare monthly comprehensive risk reports and presentations to senior management and BOD showing the progress of the Operational Risk Management Process at Bank Misr Liban

From Jul 2014 to Mar 2016

FRANSABANK SAL

Beirut, Lebanon

Operational Risk Analyst

- Assist all departments in the identification of process/control related issues by conducting the RCSA project
- Consult on potential risk factors presented in new products, markets and procedures
- Manage the loss incident collection and reporting system
- Investigate all operational loss and near miss events reported
- Review all P&Ps before being finalized by the P&P Department
- Study and review IT proposals/solutions at the level of all business units
- Prepare articles on Operational Risk Management in the internally published "Risk Management Review"
- Review the operational risk management process at the level of all subsidiaries
- Prepare periodic comprehensive risk reports to senior management on Operational Risk in Fransabank Group

From Jun 2011 to Aug 2011

FRANSABANK SAL

Beirut, Lebanon

Sales Representative Internship in the Retail Department

- Promote, sell, and answer requests for information on retail products and services
- Consult with customers on specific account needs; convey rates, service charges, and restrictions
- Complete opening documents and processes for new accounts
- Interpret and accurately process customer requests and transactions according to the bank's guidelines

From Jun 2009 to Aug 2009

BLOM BANK SAL

Beirut, Lebanon

Summer Internship at the Information Systems Division

An internship in the different working fields of the IT department from hardware maintenance to server upkeep, inter-branch communication, programming and maintenance of the banking software system.

SUMMARY SKILLS

COMPUTER SKILLS: MS Word, Excel, PowerPoint, Access, Outlook, C++

LANGUAGES: Fluent in English, Arabic and French (writing, reading and speaking)

REFERENCES

Available upon request