

AHMAD ABYAD

Beirut-LEBANON
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PERSONAL DETAILS

Date of Birth: 20/09/1992

EDUCATION/QUALIFICATIONS

2018	Certificate of Banking Ethics (Banque Du Liban)
2017	Certificate of Lebanese Financial Regulations (Banque Du Liban)
2010 – 2014	-Beirut Arab University Degree of Bachelor in Business Administration Concentration: Accounting -Date of Graduation: June 2014
2009-2010	-Khaled Ben Al Walid College – Al horj ACCREDITED “NCA 2010” (Makassed School) - Lebanese baccalaureate (SE)

WORK EXPERIENCE

April 2015 – Present :

BANK MED

Call center agent

- Obtain client information by answering telephone calls
- Explain procedures of the banking system
- Handle customers' complaints
- Explain products and services offered by the bank
- Maintain call logs and report feedbacks of the service provided
- Study agents' tasks performance.

September 2014- March 2015-

KSA

Al-Badr Contracting & Trading EST.

- Administrative assistant manager.

August 2014 Lotus Agency (China Shipping Container Lines)

Sales Executive:

- Build strong relationships with customers.
- Follow up the containers.

January 2014-July 2014

Khattab Shipping Agency

Sales Executive:

- Prepare Custom duty documentation requirements (permissions and exemptions).
- Manage all documents in relation to custom clearance.
- Collect duties and taxes on goods and services imported or exported.
- Coordinate with concern departments regarding shipments.

2012-2013 Middle East Airlines:
 - Counter agent for MEA and other Airlines
 - Ticketing.

2011-2012 Veromoda (bestseller):
 -Sales representative
 -Customer service.

2010 Mobile store (Forward):
 -Sales representative
 -Financial controller
Khaled Ben Al Walid-“leaders’ summer camp”- Coach.

SKILLS

- Ability to deal with different kinds of programs.
- Ability to conceal personal emotions in specific situations.
- Dealing with high pressure
- Ability to deal with problems in a calm & proper manner.
- Consistency on working hard to achieve targets.
- Fast merging in new surroundings.
- Very concrete with respect to job secrets.
- Perfect in Costumer Relations.
- Excellent in dealing with money & financial Issues

COMPUTER SKILLS

- **Computer:** - Outlook.
- Advanced Word.
- Excel (use of solvers, tables, pivot tables, formulas...).
- PowerPoint (creation of animated presentations).
- Access.
- VBA.

LANGUAGES

Fluent in English, French and Arabic.

REFERENCES

References will be available upon request.

NOTE

- For any comments or reviews please don't hesitate to call me on my cell phone.
- Thank you for considering and reading my Curriculum Vitae