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# BILAL ITANI

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## EXPERIENCED CUSTOMER SERVICE & OPERATIONS OFFICER

with a demonstrated history of working in the Financial Service and Capital Markets industry

Areas of Expertise:

Financial Services  
Regulatory Requirements  
Account Reconciliation

Financial Statements  
KYC Compliance  
Customer Relationship Management

KPI Reporting  
Due Diligence  
Foreign Exchange (FX) Trading

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## PROFESSIONAL EXPERIENCE

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• **Amana Capital** (Investing service) Beirut, Lebanon

[amanacapital.com](http://amanacapital.com) [linkedin.com/company/amana-capital](https://www.linkedin.com/company/amana-capital)

A global financial group specialized in providing brokerage services in international financial markets.

• **Customer Service & Operations Officer** (Night Shift)

**Dec 2017 - present (1 year, 3 months)**

- Evaluating and identifying opportunities to drive process improvements that positively impact the customer's experience.
- Providing back-up support to other organization's members in the performance of job duties.
- Conducting screening of customers' daily transactions and activities.
- Controlling and executing (approving / rejecting) monetary transfers according to information on payment orders.
- Notifying administration of any required updates of customer records on the organization's internal database.
- Working with the organization's offices / units to resolve problems, facilitate solutions and enhance customer service.
- Following up accounts missing documents to complete real account applications.
- Receiving and documents incoming requests from customers and ensuring that issues are resolved promptly and thoroughly.
- Gathering customer information, fulfilling customer needs, educating the customer where applicable.
- Maintaining call activity reports and providing them to Management on a regular basis.
- Providing customer support and technical issue resolution via e-mail, phone and other electronic medium.
- Answering customer inquiries / communications.
- Handling customer incoming calls to Beirut office.
- Making daily phone calls with new leads from Lebanon.
- Serving new and old referrals given by Head of IB's.
- Other duties and responsibilities as assigned.

• **BLOM Bank** (Commercial bank) Beirut, Lebanon

[blombank.com](http://blombank.com) [linkedin.com/company/blom-bank](https://www.linkedin.com/company/blom-bank)

One of the leading Lebanese banks which has repeatedly and unanimously been selected as the Best Bank in Lebanon.

**BLOM Retail** (subsidiary of **BLOM Bank**) Beirut, Lebanon

[blomretail.com](http://blomretail.com)

Offers a range of banking solutions, including personal loans, business loans, investment programs, debit and credit cards.

• **Customer Service Officer** (Internship)

**Jul 2017 - Dec 2017 (6 months)**

- Opened accounts for new clients.
- Provided customer service to existing and potential clients and maintained relationships with existing clients.
- Promoted and marketed the bank's products to potential clients; POS Terminals, Overdrafts and Ecommerce platforms.

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## FORMAL EDUCATION

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• **The Open University** (Joint degree) Milton Keynes, United Kingdom

[open.ac.uk](http://open.ac.uk) [linkedin.com/school/theopenuniversity](https://www.linkedin.com/school/theopenuniversity)

**Arab Open University** (Joint degree) Beirut, Lebanon

[aou.edu.lb](http://aou.edu.lb)

- Bachelor of Arts (Honours) in **Business Studies with Economics**

**Graduated: Jun 2018 (GPA: 3.2/4)**

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## TRAINING & CERTIFICATION

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• **Arab Open University (AOU)** Beirut, Lebanon

[web.aou.edu.lb/Diplomas/Micro-Finance](http://web.aou.edu.lb/Diplomas/Micro-Finance)

- **Microfinance**, in partnership with **Ibdaa Microfinance**

Aug 2016