

Lara I. Ismail

Beirut – Lebanon

Phone: +961 70 33 55 09 • E-Mail: lara.ismai01@lau.edu

Work Experience

Teller – Bank Audi

July 2017 – Present

- Provides account services to customers by receiving deposits and loan payments; cashing checks; issuing savings withdrawals
- Records transactions by logging cashier's checks, preparing currency transaction reports
- Cross-sells bank products by answering inquiries; informing customers of new services and product promotions; directing customers to a branch representative
- Reconciles cash drawer by proving cash transactions; counting and packaging currency and coins; reconciling loan coupons and other transactions; turning in excess cash and mutilated currency to head teller; maintaining supply of cash and currency
- Complies with bank operations and security procedures by participating in all dual-control functions; auditing other tellers' currency; assisting in certification of proof
- Maintains customer confidence and protects bank operations by keeping information confidential
- Contributes to team effort by accomplishing related results as needed

Customer Service Intern – Bank of Beirut

October 2015 – December 2015

- Improve customers' banking experience with the bank by ensuring that the customers are attended to promptly and all their challenges are resolved without delay
- Ensure that all the bank's policies and procedures, code of conduct and regulatory guidelines are strictly complied with in the process of discharging duties
- Inform and suggest new banking products to customers
- Provide assistance to all other members of staff in other departments of the bank by liaising with them through healthy interactions
- Participate in marketing and awareness campaigns in the bank to create an enlarged customer base
- Ensure that customers' confidential information is properly protected and only used for official purposes

Intern – Banque Du Liban

July 2015 – September 2015

- Intern at Banque Du Liban, visiting all departments to have a general overview of the banking system in Lebanon. These included:

Capital Markets Authority - Islamic Banking - Capital Markets Authority - Centrale des Risques - Accounting
Banking Control Commission - Foreign Exchange and International Operations - Money Services Businesses

Assistant Accountant – Mareb City Trading

May 2014 – December 2014

- Working with spreadsheets, sales and purchase ledgers and journals
- Preparing statutory accounts
- Calculating and checking to make sure payments, amounts and records are correct
- Sorting out incoming and outgoing daily post and answering any queries
- Managing petty cash transactions
- Controlling credit and chasing debt
- Reconciling finance accounts and direct debits

Admin Assistant – Beirut Governmental Hospital**June 2011 – May 2013**

- Answer and direct phone calls
- Organize and schedule appointments
- Plan meetings and take detailed minutes
- Assist in the preparation of regularly scheduled reports
- Develop and maintain a filing system

Education

CFA 1 Candidate**June 2017****Lebanese American University****September 2013 – May 2016**

BSc. In Banking and Finance – Honor List

Saint Mary's Orthodox College**September 1998 – June 2013**

Lebanese Baccalaureate in Sociology and Economics

Technical Skills

- Fluent Arabic and English (Written and Spoken) – Beginner Professional French and Spanish
- Excellent Computer and Digital Skills – CAPSIM – Banking and Accounting Systems