



Samrout Street, Furn El Chebek, Beirut Lebanon
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E-mail Address : dianah_10@hotmail.com
Nationality : French and Lebanese
Birth date : 10/08/1994 at Noisy Le Grand, France

PROFESSIONAL PROFILE

- *Strong and effective oral and written communication skills with colleagues and individuals on all levels, and act in a tactful and diplomatic way*
- *Very organized and use solid work and time management skills*
- *Well versed in international current affairs, foreign policies and international relations*
- *Enjoys being part of a successful and productive team with challenging working environments*

| EDUCATIONAL BACKGROUND | |
|------------------------|--|
| 2016-2019 | La Sagesse University, Furn el Chebek, Lebanon Faculty of Business Administration and Finance MBA Marketing |
| 2014- 2015 | University of Le Havre, France Department of International Affairs “Licence” in Management Marketing |
| 2012-2014 | University of Le Havre, France Department of International Affairs “Licence” in Economic and social administration |
| 2011-2012 | Collège de la Sagesse Ashrafieh, Lebanon Lebanese Baccalaureate - Economics section |

PROFESSIONAL EXPERIENCE

Sep 2015-
Feb 2019

FransaBank

CSR:

Managing large amounts of incoming calls
And customer inquiries;
Generating sales leads;
Identifying and assessing customers' needs to
Achieve satisfaction;
Build sustainable relationships and trust with
Customer accounts through open and interactive
Communication;
Provide accurate, valid and complete information
By using the right methods;
Handle customer complaints, provide appropriate
Solutions and alternatives within the time limits

Teller:

Direct and indirect contact with customers,
Verification of bank transactions,
Ensuring strong customer service,
Inform the customers,
Take charge of cash transactions

SKILLS

Languages: - Proficient in written and spoken French, English and Arabic

Computer: - Good knowledge on MS Office: Word, Excel, Power Point.

OTHER INTERESTS

Hobbies • Travelling, Yoga

Sport • Fitness, Swimming, Ski