

Sam Bibi

E: bibimsam@hotmail.com • M: +961 71 088 118 • Beirut, Lebanon • D.O.B.:13/01/88

Profile

Business operations professional with 6 years' experience managing strategic plans and financial projections for technology, banking and investment, and non-profit organizations. Effective communicator with strong leadership, analysis, team management, and interpersonal skills with proficiency in business strategy and financial projections. Systematic organized approach to ensure the business operates within the company's goals and mission statement.

Monitoring and analysing the system of provision to check its effectiveness and working out a strategy to improving

An understanding of customer/client requirements/investigating customer satisfaction and reporting any issues

Researching new technologies and alternative methods for operational efficiency/introduce new concepts and innovations

Strong leadership skills, effective time management, prioritizing and delegating

Bilingual: Fluent in English and Arabic

Nationality: American and Lebanese Dual Citizen

Core Competencies:

- Building Collaborative Relationships
- Customer Orientation
- Diagnostic Information Gathering
- Analytical Thinking
- Personal Credibility
- Initiative

Professional Experience

June 2012 – Present **PinPay SAL | Beirut, Lebanon**

January 2016 – Present **Senior Operations Officer**

- Manage Customer Support team productivity, employment, shift schedules, quarterly KPIs and incentives.
- Develop and execute internal automated processes to leverage team efficiency.
- Pioneer training sessions for 3 key regional banks to showcase mobile application services
- Optimize procedures with internal and external parties

February 2013 – December 2015 Customer Support Supervisor/Accountant

- Operated a dual role in customer support and accounting departments across client complaints, team activation rates on outgoing calls, monthly billers closing, and executing requested transfers and reporting discrepancies to Finance Manager.
- Reported weekly and monthly results to management and partner banks
- Collaborated with third parties in the event of claims to ensure all customers are on-boarded
- Processed bank reconciliation with two major banks and a credit card payment gateway
- Kept track of partner bank commission transaction shares

June 2012 – January 2013 Rotational Internship

- Received extensive training on customer support Standard Operating Procedures (SOPs)
- Monitored system KPIs and customer complaints and reported technical errors to IT department
- Conducted extensive economic and market research
- Designed and executed an online survey for 20,000 users to measure consumer attitudes
- Researched and identified local/international e-commerce clients and payment gateways for potential partnerships

June 2010 – July 2010 **Middle East Venture Partners | Beirut, Lebanon**

Investment Analysis Summer Internship

- Built valuation models and composed economic and market research reports
- Assisted with portfolio company growth and strategy, profiled clients, and evaluated potential investments
- Analyzed financial statements and generated qualitative analysis and equity valuation
- Conducted extensive research on investment opportunities and participated in implementing the post-acquisition integration strategy
- Reviewed business plans for diverse communications technologies, researched companies and competitors

- June 2006 – Present** **Lebanese Association in Rehabilitation & Development | Beirut, Lebanon**
Accountant (Volunteer)
- Manage accounts payable, accounts receivable, funds, donations, and payroll
 - Prepare NGO's purchases, receipts, payments and tax returns for audit on yearly basis

Education

- 2006 – 2011** **California State Polytechnic University | Pomona, California, USA**
Bachelor of Science, International Business
- 2002 – 2006** **American International School of Jeddah | Jeddah, KSA**
High School Diploma

Workshops and Activities

- September 2015** EY Workshop: Lebanese Application of VAT Law
- December 2014** EY Workshop: Employees' Income Tax and NSSF
- September 2013** ScrumMaster Workshop: Agile/Scrum Project Management Workshop
- June 2011** Strategic Management: Nominated Team Leader for one of seven companies

References Available On Request
