

Robin Bou nassif

Business Computing

Personal informations

Beirut - Lebanon
Phone: + 961 70 717 997
robinbn33@gmail.com
Date of birth: 31/Oct./1985
Lebanese

Professional Skills

Microsoft office

(Word – Advanced Excel – PowerPoint – Access).

Languages

English/ fluent.

Arabic /Native language

Education

2004-2008 Completed BA in Business Computing

Notre Dame University, Zouk Mosbeh, Lebanon.

Course Modules:

Visual Basic - Database- Management – E-commerce - Accounting

Currently learning HTML-JavaScript-PHP-Angular-DART-Flutter at New Horizon.

Experience

2009-2012 Sales representative in ABD department at ABD Dbaye.

- Learned to communicate and understand customer's diverse requests.
- Helped in developing my character through challenges and team work.

2012- Present Head of section in Cards Operations Department at

BBAC Bank – Clemenceau.

Junior Level:

- Worked with clients by answering their queries and giving account updates.
- Fill credit cards requests and performing all cards' actions on the bank's system.
- Documenting and filling all actions done daily and creating database.
- Assisting all branches with clients' cards and accounts queries

Senior Level

- Check all the daily actions done on credit and debit cards system.
- Manage and update cards stock weekly.
- Generating weekly and monthly reports for various departments.
- Reporting and following up personal incidents and technical difficulties.
- Preparing Quarterly report for MasterCard about our cards behavior.

Head of section

- Training new staff about all info related for debit and credit cards.
- Fraud detection and monitoring.
- Managing and distributing my employees' time and work. Creating a well-organized and efficient work flow.
- Meeting and coordinating with other departments for improvement of customers' experience with our products and to help increase its usage and volume.

References

Available upon request.