

ZEINAB KHALIL

Sodeco- Luna Building • Beirut, Lebanon

23 years, Date of birth: 23/12/1995

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OBJECTIVE

To obtain a position in the field of economics and finance that provides a broad range of professional experience where my skills are valued and developed.

EDUCATION

UNIVERSITÉ SAINT JOSEPH – BEYROUTH

JAN 2017

Bachelor of Science

Major: Economics

ECOLE DES FILLES DE LA CHARITÉ – CLEMENCEAU

JUNE 2013

Baccalaureate in Economics & Sociology

Passed with honors

WORKING EXPERIENCE

JAMMAL TRUST BANK – HEAD OFFICE – Lebanon

AUG 2018- Present

Operations and International Relations Department- Transfers Officer

- Receive branches requests for an outgoing transfer, and register as per internal regulations.
- Verify that all details related to beneficiaries and their banks accounts and the internal advices are complete and correct to report on missing information.
- Receive advice for incoming transfer and register as per internal regulations.
- Continuously monitor compliance with internal and external regulations.
- Assist in generating regular analytical and comparative reports as requested to provide support in the business planning and forecasting processes.
- Compile information related to periodic Central Bank of Lebanon reporting.
- Responsible for supporting back office function for Treasury Service products
- Assist with the effective day to day operations of the Banking Operations Team to ensure processing of inward and outward SWIFT payments in relation to customer transactions.
- Maintain the integrity of the Static Data in respect of all bank accounts, portfolios and customers.
- Insert/amend customer/correspondent bank account details as applicable
- Create cash entry within the banking system.

- Raise internal/external investigations in order to resolve any discrepancies with beneficiary details or incorrect payment routing.
- Prioritize payments subject to currency and value date
- Prepare query/answer messages within SWIFT Alliance in relation to payment investigations.
- Create monthly report of the total output and input transfers for the internal audit

BLOM BANK – RETAIL BANKING–Lebanon

MAR 2017- JULY 2018

Internal Control Unit Department

- Data entry of contracts related to the insurance company of BLOM Bank
- Receive saving account contracts from branches by mail related to the Damanati and Waladi program and reviewing them to make sure that all the needed information are available.
- Coordinate with assistant branch manager to hold amounts for clients to pay their domiciled bills.
- Match all the payroll payments with the bank data .
- Reviewing and auditing all accounts receivable, accounts payable, purchase orders, receipts, payments, as well as ensuring money is posted to the correct accounts.
- Updating the financial data to ensure that funds will be accurate and immediately available when needed by making internal phone calls to all branches.
- Promote and sell the potential clients products related to saving accounts.
- Remind clients to pay their issued payments for saving accounts.
- Follow up with the customer service representatives from branches to remind them of the deadlines.

INTERSHIP

BLOM BANK- RETAIL BANKING- Lebanon

JULY 2016- SEP 2016

Telemarketing Department

- Deliver prepared sales talks, reading from scripts that describe products or services, to persuade potential customers to purchase a product or service (credit cards, loans, saving account programs...)
- Contact current or potential customers to promote products or services
- Identify and sort the clients data on a daily basis to decide what types of products or services would meet their needs.
- Explain products or services and prices when needed for the customers.
- Pick up calls and answer customers questions
- Obtain customer information such as name, address, and payment method, and enter orders into systems..
- Maximize every sale opportunity to achieve the target.
- Adjust sales scripts to better target the needs and interests of specific individuals.
- Telephone or write letters to respond to correspondence from customers
- Follow up with the clients to ask for their feedbacks.

BANK OF BEIRUT– Achrafieh Branch
Teller and Personal Banker

AUG 2015- SEP 2015

- Provides account services to the clients by receiving deposits and loan payments; cashing checks and issuing savings withdrawals.
- Assisted the Personal Banker in opening accounts for the new customers.
- Helped the personal banker to fill the KYC by taking information from the client.
- Updated the clients with the bank offers (credit and debit cards, loans...)

SKILLS

- Strong experience in accounting and transfers programs (NET TERM, SWIFT)
- Proficient in Microsoft Office Applications (Word, Excel, Outlook and PowerPoint)
- Wilde knowledge of statistical programs (E-views and STATA)
- Great listener with problem solving skills and positive attitude
- Good time manager
- An excellent team spirit
- Strong attention to details and confidentiality
- Exceptional communication, organizational and presentation skills

LANGUAGES

Arabic Native

French Fluent

English Fluent

Spanish Beginner