

## ACADEMIC QUALIFICATIONS

### 2019-present Morgan International

Chartered Financial Analyst – CFA Level 1 Candidate

### 2011-2012 Lebanese American University

Lebanese American university      Beirut, Lebanon  
B.S Banking & Finance

### 2007-2008 Beirut Baptist School

Lebanese Official Baccalaureate II, Baccalaureate branch SG (General Sciences).

## CAREER HISTORY

### Oct 17 2012 –Oct 17 2016 Touch Lebanon (Telecommunications)

#### Contact Center representative

- Confer with customers by telephone or in person in order to provide information about products and services, to take orders or cancel accounts, or to obtain details of complaints.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.
- Contact customers in order to respond to inquiries or to notify them of claim investigation results and any planned adjustments.
- Refer unresolved customer grievances to designated departments for further investigation.

**Oct 1-Nov 30 2011 BLC Bank Lebanon**

**Internship**

- Accounting: financial and fixed asset reporting; payroll; accounts payable; recording all revenue and expenditures
- Helping customers in the procedures for opening a new account
- Various teller activities such as withdrawal, deposits and transfers; customer service tasks such as loans and plastic money as well as operations support, bill paying...

**2007 till 2011 : Purchasing Office-LAU**

**Office Assistant**

- Maintained full responsibility for all administrative activities including records management, data entry, spreadsheet development, and file management.
- Performed general office duties such as ordering supplies, maintaining purchasing systems records, and performing basic bookkeeping work.
- Gained knowledge of business and management principles, involved in operational planning, production methods and coordination with people and resources.

**GENERAL SKILLS**

- Excellent grasp of various business transactions
- Fluent in English and Arabic (Native language)
- Excellent communication and interpersonal talents
- Creative decision making skills, problem solving tactics as well as critical and analytical thinking
- Good team player, with ease at leading and training others and/or being led or trained
- Excessive usage of MS Word, Excel, PowerPoint, Internet

**REFERENCES**

Upon Request