

Warif Yasser Kanaan

CONTACT

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WORK EXPERIENCE

BLOM Bank

1 OCTOBER 2018 — 1 March 2019

Internship

The credit cards offered by BLOM bank are Visa and MasterCard. They are designed to meet everybody and everyone's particular needs.

All BLOM bank cards (excluding the "Internet Card") can be used for withdrawals at all ATMs worldwide and for payments at all sales outlets affiliated to the Visa and MasterCard Networks.

Essential Functions:

- Provide excellent customer support for back office operations to all internal support teams and clients
- Review and process requests in the daily workflow to assure that all timeframes are adhered to and to minimize any financial liability and risk to the company
- Monitor and process inbound and outbound data transfer and reconcile all related information
- Research reasons for changes and update internal teams as necessary

Monty Mobile

1 JULY 2018 — 30 September 2018

Project

- Promote Monty Mobile's portfolio of services with focus on the messaging aspect focusing on sales closure
- Acquire new enterprise customers and opportunities based on the international level
- Product development, enhancement and management of A2P SMS for enterprise and retail sectors

Liban Post

1 March 2017 — 30 June 2017

Customer Service

- Maintaining a positive, empathetic and professional attitude toward customers at all times
- Communicating with customers through various channels
- Acknowledging and resolving customer complaints
- Knowing our products inside and out so that you can answer questions
- Processing orders, forms, applications, and requests
- Keeping records of customer interactions, transactions, comments and complaints
- Communicating and coordinating with colleagues as necessary

Banque du Liban

Training

22 August 2016 — 16 September 2016

BDL is a legal public entity enjoying financial and administrative autonomy. It is not subject to the administrative and management rules and controls applicable to the public sector. Its capital is totally appropriated by the State.

Main Missions:

- Safeguard of monetary and economic stability
- Safeguard of the soundness of the banking sector
- Development of money and financial markets
- Development and regulation of the payment systems and instruments
- Development and regulation of money transfer operations including electronic transfers
- Development and regulation of the clearing and settlement operations relative to different financial and payment instruments and marketable bonds

Free exchange system and free movement of capital and earnings.

The Lebanese currency is fully convertible and can be exchanged freely with any other currency.

Moreover, no restrictions are put on the free flow of capital and earnings into and out of the Lebanese economy.

Berytech

Workshop

5 September 2016

QUALIFICATIONS

Languages:

- English - Fluent
- Arabic - Fluent
- French - Fluent

Skills:

- Computer skills including experience in Microsoft Office (Word, Excel, Powerpoint)
- Problem solving skills
- Written and verbal communication skills
- Self-motivation and ability to take the initiative
- Ability to work well under pressure
- Teamwork skill
- Quick learner, keen to learn and improve skills
- Good listener

EDUCATION

International Business Management

Lebanese International University

September 2013 — February 2017

GPA: 3.42 (Dean Honor List)

Key Courses:

- International Business Management
- International Economics and Trade
- International Banking and Finance
- International Business Marketing
- Global Strategic Management
- Managing Entrepreneurship

Researches and Projects:

- Procter and Gamble Business Plan
- International Monetary Fund
- Globalization and World Economy

INTERESTS

- Playing music instruments such as: Guitar, Piano, and Flute
- Watching movies
- Cooking

REFERENCES

References available upon request.