

Nur El Kadi

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Professional Summary

- ❖ Experienced Customer Service Coordinator, with a certified working history in the banking sector.
- ❖ High qualified skills in negotiation, business planning, operations management, analytical skills, marketing and customer relationship management (CRM).
- ❖ Proficiency in cross selling bank's products and services to account and non-account holders.
- ❖ Expertise in cultivating relations with clients for business generation and growth.
- ❖ Managing and following up all kinds of complaints from customers/branches and act accordingly.
- ❖ Managing and building guidelines for the Bank's social media.
- ❖ Decision making for credit/debit cards applications.
- ❖ As a hobby: working as a manger/fashion designer for my own clothing line Nur Kadi Couture.

Objective

Obtain a position where I can apply my acquired skills over the course of my career. Although, be part of a company where hard work will be rewarded and career advancement will always be a possibility.

Highlights

- o Negotiation skills
- o Management skills
- o Sales/retail skills
- o Business planning
- o Manage team work
- o Microsoft office
- o Build excellent relationship with customers
- o Problem solving & decision making

Professional Experience

AMS School
Ras Al Maten- Lebanon

(Jan 2016 – July 2016)

Teaching/Administration

- ❖ Teaching Social Studies from Grades 1 to 6.
- ❖ Teaching Protect ED (raising awareness program) from Grades 1 to 6.
- ❖ Management and development of School Pro Software for school data recording and network system.

BLOM Bank
Aramoun Branch - Lebanon

(March 2015 – September 2015)

Teller/Customer Service– Aramoun Branch

- ❖ Provide account services to customers by receiving deposits, loan payments, cashing checks and issuing savings withdrawals.
- ❖ Cross-sell bank products by answering inquiries.
- ❖ Inform customers of new services and product promotions.
- ❖ Exchange foreign currencies.
- ❖ Provide special statements, cash transactions, counting and packaging currency and coins.

- ❖ Maintain customer confidence and protect bank operations by keeping information confidential.
- ❖ Cash checks and pay out money after verifying that signatures are correct, written and numerical amounts agree and that accounts have sufficient funds.
- ❖ Receive checks and cash for deposit, verify amounts and check accuracy of deposit slips.
- ❖ Examine checks for endorsements and verify other information such as dates, bank names, identification of the persons receiving payments and the legality of the documents.
- ❖ Issue Banker's check.
- ❖ Grant loans, execute vehicle tax or tax bill payments, verifying payment dates and amounts due.
- ❖ Resolve problems or discrepancies concerning customers' accounts.
- ❖ Transfer excess of cash to head teller.
- ❖ Issuance of Mini cards (prepaid cards).
- ❖ Opening of accounts.
- ❖ Market and submit applications for retail products such as: credit/debit cards, insurance, investment programs, car loans, housing loans and personal loans.
- ❖ Working as an outdoor marketing agent for CRO and POS.

BLOM Bank

(January 2012 – March 2015)

Head Office – Hamra / Beirut - Lebanon

Customer Service Coordinator / Social Media Coordinator – Retail Banking

- ❖ Expertise in cultivating relations with clients for business generation and growth.
- ❖ Coordinating with all retail departments and assisting all branches inquiries.
- ❖ Manage, control and implement all Branches requests like: full car loan settlements, car registrations, cards confirmation, stop, reactivation, safety and

- credit limit modification, card linkage, calculating miles and golden points, SMS alerts.
- ❖ Follow up on all types of processing Loan Applications, car loans and insurance, personal loans, small business loans, housing loans, credit cards, consumer loans and others.
 - ❖ Responding to customer inquiries.
 - ❖ Helping clients to access their online banking and understanding their accounts.
 - ❖ Managing, receiving and handling all kinds of complaints from customers/branches studying each case in order to ensure appropriate solutions for maximum customer satisfaction.
 - ❖ Responsible for the fraud monitoring and controlling card transactions to prevent fraud.
 - ❖ High knowledge of all retail products along with their policies, in addition to new offering procedures and internal banking rules.
 - ❖ High knowledge of branches procedures and system work.
 - ❖ Managing Social media: BLOM Retail and BLOM Shabeb facebook pages.
 - ❖ Managing, operating and building guidelines for the E-Blom (E-Chat Service).
 - ❖ Guiding customers how to monitor and use to their accounts through internet service E-BLOM.
 - ❖ Marketing and submitting all types of loans.
 - ❖ Branch's ATMs Monitoring along with dealing with any problem faced.
 - ❖ Train new joiners.
 - ❖ Proficiency in generating business from clients by selling products.
 - ❖ Interfacing with advertising agencies and corporate maintaining relations to ensure continued business.
 - ❖ Ensure prompt and timely assurance to clients for maximum client satisfaction.
 - ❖ Cross selling bank's products and services to account and non-account holders.

BLOM Bank

(June 2010 – December 2011)

Head Office – Hamra / Beirut - Lebanon

Credit Cards Department (credit cards operation officer) - Retail Banking

- ❖ Responsible for credit/debit cards applications, studying files, cards modification and decision making
- ❖ Modification of credit and safety limits.
- ❖ Handling BLOM Branches and customers complains, coordinating with CSOs and Managers, answering all kinds of questions and solving problems regarding credit cards.
- ❖ Follow up on customer's applications and documentations till closure of the case.
- ❖ Training the new members.
- ❖ Golden points/miles.
- ❖ Communicating and dealing with other departments (stop cards, new offers...).
- ❖ Point of Sales (POS) (new applications, machines setup, modification of rates and rental, international and national reconciliation).

Advanced Curriculum School

(September 2009 – June 2010)

DeirKoubel - Lebanon

English Teacher

- ❖ Teach English Language to Grade 1 to Grade 9 students.
- ❖ Teach Special English Classes to students in need of academic assistance.

Education

Fashion Design

October 2016 – Graduated June 2017

IANA Moda, Sin El Fil – Lebanon

Tel: +961 3 999329

MBA – Master's Degree in Management

September 2011 – Graduated May 2015
La Sagesse University, Beirut – Lebanon
Tel: +961 1 291091 – Email Address: fbaf@uls.edu.lb

BA – Business Administration (graduated with **honors**)

November 2007 – May 2011
American University of Culture and Education (AUCE) , Beirut - Lebanon
Tel: +961 1 385566 – Email Address: info@candea.edu.lb

Freshman Diploma with Emphasis in ARTS

November 2007 – May 2011
American University of Culture and Education (AUCE) , Beirut - Lebanon
Tel: +961 1 385566 – Email Address: info@candea.edu.lb

High School Diploma

July 2007
Beirut Universal College – Kfarshima - Lebanon

Languages

Spanish (Native Language)

Excellent in Reading, writing, and speaking

English

Excellent in Reading, writing, and speaking

Arabic

Good in reading and writing, excellent speaking

References

References are available upon request.