

Shirine Abi Fadel

Contact

Address:

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Languages

Arabic: Bilingual proficiency

French: Bilingual proficiency

English: Bilingual proficiency

Computer Skills

Microsoft office: Excel - Word -

PowerPoint – Access

Summary

Fresh Business and Management graduate with a little over a year experience in the Banking sector actively seeking a new opportunity to contribute in a company's growth. I have showed incredible enthusiasm and proven track of effective customer care and persuasive skills.

Skill Highlights

- Outstanding communication abilities
- Possess strong analytical ability
- Exceptional attention to detail
- Practiced in discretion and confidentiality

Experience

Customer Service Agent

10/2018 to 12/2019

CreditBank, Mansourieh, Lebanon

- Handling complaints and suggestion
- Assist customers with replacing lost or stolen credit or debit cards
- Assist with address changes
- Review and explain account charges
- Assist banking customers who are victims of fraud, theft or identity theft
- Check on the status of customer accounts and track checks and payments

Internship

06/2016 to 09/2016

SGBL, Saloumeh, Lebanon

- Management of agency cash
- Management of stamps and vignettes
- Management of insurance and loans
- Management of bets and lifts oppositions on accounts and on personal checks
- BDD update (database)
- Reactivation of sleeping accounts

Phone Host

01/2017 to 01/2018

Crepaway Call Center, Beirut, Lebanon

- Taking delivery orders
- Handling complaints and suggestions

Education

Masters in Banking and Finance: Expected graduation on *July 2021*

Sagesse University- Beirut

Bachelor of Business and Management: *July 2018*

Université Saint-Joseph de Beyrouth