

RAMI BAYDOUN

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Looking for a challenging position in an inspiring environment which offers advanced opportunities based on my education, initiatives, knowledge and skills where my business development and communication skills will be fully utilized for achieving the company's goals and objectives

EXPERIENCE

AUG 2018 – PRESENT

OPERATION OFFICER, CREDIT BANK (FACTORING DEPARTMENT)

I gained a thorough knowledge and experience in providing a modern, effective and professional factoring services to the clients. My major duties are:

1. Collection:

- Following debtors account and receivables
- Checking and controlling settlements and payments
- Reporting on daily basis to the managers

2. Operations:

- Building positive and lasting relationships with bank's customers and stakeholders
- Preparing a report of unpaid & overdue invoices to determine the risky debtors
- Reconciliation between debtors' accounts and bank's clients
- Allocating received amounts (Cleared cheques, Cash and transfers)
- Verification of invoices with the assigned debtor, following prescribed protocol per the Risk Management Program along with industry and client specific requirements
- Coordination with the treasury department & execution of weekly control of balance on accounts

3. Credit Analysis:

- Gathering clients information
- Reading and analyzing financial briefings
- Conducting risk analysis through developing statistical models
- Making recommendations regarding procedural and policy changes
- Assisting in the review and implementation of a range of factoring procedures and policies

DEC 2016 – DEC 2017

TEAM LEADER, L'AUBERGE DES BOIS (F&B)

Responsible for overseeing the day-to-day operations of the team, distributing the workload evenly amongst staff and making sure motivation and performance levels are maintained.

Duties:

- Giving prompt and accurate information on individual staff member performance
- Providing information to senior managers on key issues
- Ensuring a clean (following health & safety rules), safe and friendly working environment
- Implementing new initiatives, training, and developments and making sure all staff understand them
- Serving customers, with focus on following up to ensure great customer experience and repeat business
- Managing front-of-house duties, including employee scheduling and day-to-day supervision.
- Training front-of-house staff on serving protocols, safe food handling, and time management

SEPT 2015 – DEC 2016

ACCOUNTANT, FOOD FACTORY (F&B)

- Process daily sales numbers and ensure cash register accuracy.
- Handle cash and credit transactions with total accuracy (Accounts payable, accounts receivable, payments, cash receipts)
- Preparing transfers to foreign suppliers
- Following up on monthly exchange rates

SEPT 2013 – AUGUST 2015

CUSTOMER SERVICE, BLOM BANK

A paid internship where I joined the Head office Department and was assigned to work in the loan department i.e. car and personal loans. Below were my duties:

- Performing data entry for payables and receivables.
- Performing banks and supplies reconciliations
- Resolving problems and discrepancies concerning customers' accounts
- Acting as a team member in allocating and coordinating the workflow
- Multilingual customer service provided by phone in English French and Arabic, assisting with customer queries and issues, troubleshooting and processing refunds.

OCT 2010 – AUG 2013

SHIFT LEADER, SCOZZI (F&B)

- Recognized twice as "Employee of the month"
- Supervising both front and back of the house employees during shift.
- Training new wait staff on menus and service standards
- Ensuring food went out to tables in a timely manner

EDUCATION

FALL 2018

BA BANKING & FINANCE, LA SAGESSE UNIVERSITY

JUNE 2013

BACC 2 SCIENCES DE LA VIE, LYCÉE DU MUSÉE.

SKILLS

- OIKOS Project software (used in the factoring department)
- ICBS
- Computer Skills: Proficient in Microsoft Office suite
- Excellent written and verbal communication skills
- Organizing and planning skills
- Analytical Ability
- Ability to work under pressure
- Time Management
- Self-Motivation
- Ability to work alone and in team/cooperative development efforts
- Improving product quality, customer communication and staff cooperation
- Efficient and logical approach to problem solving
- Adept at operating POS systems

ACTIVITIES

Basketball Player with Credit Bank's team, 2018-present

LANGUAGES

- Arabic, Native
- French, Fluent
- English, Fluent
- Spanish, Beginner

REFERENCES

References are available upon request