

Ghina kassem kameh

South Lebanon-kfarhatta-born on  
12/5/1991

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### **Career Summary:**

Looking for a position of a Customer Service Representative with where I can use my exceptional computer skills and knowledge of banking services to provide customer satisfaction and ensure client retention.

### **Summary of Skills:**

- Excellent in cash handling and cash processing
- Good knowledge about banking sector and ability to handle multiple client requests simultaneously
- Proficient in handling computer applications like word processing, spreadsheets, mail and banking software
- Excellent communication skills and ability to resolve customer grievances
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### **Work Experience:**

Customer Service  
in jammal trust bank (jtb)  
august 2018– Present

- Executing [financial](#) transactions as per the bank's norms and policies
- Serving as a first point of contact for customers to solve their problems
- Boosting cross-selling of bank products by 10% in one quarter
- Assisting customers to get information about different types of loans available and their rate of interest
- Issuing new debit cards and checkbooks to customers after performing necessary verification

Bank operation officer

jammal trust bank (jtb)

July 2015– 2018

- Handled client calls and answered questions on account balances and updates on amount being debited or credited
  - Helped senior citizens in understanding the ease of online transactions and other banking services
  - Created and maintained client database in both paper and electronic format
  - Contacted prospective customers and gave them information about bank's schemes they would like to invest in
  - Reviewed all ATM balances and assured that each machine maintains sufficient amount to cater to people's need in an area
  - Checked transactions like withdrawals, deposits, money transfer and maintained a spreadsheet for ensuring accuracy of data and balance
  - Communicated effectively with customers by using all mediums like phone and email
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- Greeted new and old clients and responded to their queries
  - Provided guidance to new customers in filling forms for opening their accounts
  - Reopened 100 dormant accounts by contacting concerned individuals and gave them information about the ongoing schemes
  - Prepared effective format for client record system to speed up the information pulling process
  - Managed to print account statements on special demands from customers

**Education:**

- Bachelor's Degree in mass communication and journalism

Beirut Arab University -Beirut (2013-2014)

GPA 2.93

Saint joseph de l'apparition saida-2009-2010

Certificate of philosophy francais

### WORK, Training, certification, skills:

- 2years working at NBN in news room as a reporter.(2012-2014)
- Attained an ICDL computer certificate.
- Attended different workshops one of which was presented by Mr.bassam barrack titled « the art of performance ».
- Can work under pressure
- Have excellent communication skills.

### -Personal interests:

- Reading
- Listening to music
- Surfing the internet
- Watching movies

### Languages:

Language	Writing	Fluency
Arabic	Excellent	Excellent
English	Good	Good
French	Very good	Very good

### References:

Available upon request.