

Walid Dimachkieh  
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**Status:** Single

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## Objective

Seeking a challenging career in a reputable company, where I can exercise my knowledge and experience in business management, and acquire new skills and grow professionally

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## Education

<b>Saint Joseph University (USJ)</b>	<b>2010 - 2012</b>	<b>Beirut, Lebanon</b>
Research Masters in Business Management		
Thesis: The opportunities to distribute new products on the Lebanese market		
Thesis: Leadership style of female managers in Lebanon		
<b>Saint Joseph University (USJ)</b>	<b>2006 - 2010</b>	<b>Beirut, Lebanon</b>
Bachelor's degree in Business Management		
<b>International College (IC)</b>	<b>2004 - 2005</b>	<b>Beirut, Lebanon</b>
Lebanese Baccalaureate in Economics and Sociology		

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## Work Experience

<b>Bank Audi</b>	<b>July 2015 - present</b>	<b>Beirut, Lebanon</b>
<i>Relationship manager - Mazraa branch</i>		
<ul style="list-style-type: none"><li>Acquiring new high-net-worth clients, through prospects hit-lists, referrals, companies visits and other contact tools, to participate in the franchise building and deposit acquisition of the bank</li><li>Developing clients' relationship within allocated portfolio in order to promote the Group's products and services, to increase the volume of deposits and profitability, and insure loyalty and customer retention</li><li>Driving profitable revenue and volume growth for allocated portfolio of affluent and SME customers</li><li>Maintaining professional and successful relationship with customers through a personalized relationship in order to act as an advisor assessing client needs and directing them to the right products and services</li><li>Handling opening, managing and following up on own portfolio account</li><li>Performing external visits and phone calls to potential and existing customers on a regular basis</li></ul>		
<b>Banque Libano-Francaise (BLF)</b>	<b>June 2010 - June 2015</b>	<b>Beirut, Lebanon</b>
<i>Customer service - Bechara El Khoury branch</i>		
<ul style="list-style-type: none"><li>Managing customer's portfolio</li><li>Handling customers accounts</li><li>Meeting sales targets and managing budgets</li><li>Understanding customer's needs, recommending suitable products and making sales.</li></ul>		
<i>Senior call center agent</i>		
<ul style="list-style-type: none"><li>Supporting loans' preparation</li><li>Managing customer service</li><li>Overseeing customer service division, receiving and resolving customer complaints</li><li>Preparing reports and statistics periodically about the department's progress and areas for improvement</li><li>Training, supervising and evaluating call center's new agents</li></ul>		

**The Sultan Center (TSC) – Signature Solidere****February 2010 -  
May 2010****Beirut, Lebanon***Groceries Controller and Supervisor*

- Overseeing the opening of the store
- Controlling and monitoring workflow of employees
- Regulating merchandising, sales, purchases and procurement
- Adjusting pricing strategies according to market

**Credit card Services Company (CSC)****November 2009 -  
January 2010****Beirut, Lebanon***Intern in Call Center Department*

- Handling customer services for different banks
- Facilitating customer's accounts and credit cards
- Conducting transfer in customer's network
- Participating in controlling fraud, deactivating lost cards and responding to credit cards inquiries

**Bou Khalil Hypermarket****January 2006 -  
September 2009****Beirut, Lebanon***Assistant Store manager*

- Controlling and monitoring workflow in the store
- Aiding in the implementation of sales tactics
- Overseeing recruitment and integration of new employees into the company
- Supervising various functions, such as cashier, stock counts, supply chain and software

**Languages and Skills**

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- Arabic, French and English: Fluent – Spoken and written - Business English degree from Georges town university, Washington.
- Computer Skills: Extensive usage of Microsoft Office (Excel, Word, Power point)
- Adapting to changing environments
- Engaging in different networking activities to build new relationships
- Ethical thinker and team player
- Communicating effectively by selecting the speaking approach relevant to the audience

**Qualifications**

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- Team leadership
- Presentation skills

**Extra-Curricular Activities**

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Elected Member and Vice President of Student Committee at Saint Joseph University (2011 - 2012)

References are available upon request.