

Sara Said Shaib

Beirut, Lebanon

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Birth Date: January 26th, 1994

EXPERIENCE

March 2018 until present: Teller at Société Générale de Banque au Liban

- Process standard teller transactions for customers including serving client accounts, accepting loan payments, transfers and cashing checks, manage deposits/withdrawals, and open/close accounts
- Maintain and balance cash drawers and reconcile discrepancies
- Answer questions in person or on telephone and refer customers to other bank services as necessary
- Contribute to achieving branch sales goals by explaining advice on and promote bank products and services to customers
- Cross-sells bank products by answering inquiries, informing customers of new services and product
- Resolve issues and problems concerning customers' accounts
- Reconciles loan coupons and other transactions
- Maintains customer confidence and protects bank operations by keeping information confidential
- Built rapport with customers, displaying friendly, attentive service in all interactions.

December 2016 - June 2017: Loan Officer at Emkan Finance SAL

- Provide financial services (short-term loans) to the economically active unbanked low-income segments
- Evaluate the financial status of the loan applicant.
- Advises clients about the risks, consequences, and benefits of different credit solutions.
- Study clients' applications with the concerned parties and make sure of information validity
- Analyze active loan files on a regular basis and recommend solutions to speed up the loan process.
- Consult with clients to avoid overdue payments and respond to the applicant's questions to resolve any loan related issue
- Operate in compliance with laws and regulations

March 2014 – July 2016: Executive Assistant at Zeidan and Co.

- Handle all the auditing tasks (controlling bills, analyzing data to detect deficiencies)
- Order and control stock of office supplies and stationery items
- Scheduled the office's appointments and organized records
- Daily record keeping and filling of documents
- Ensure efficient and effective administrative information and assistance

September 2013 - March 2014: Executive Secretary at Khaled Nasser's Office (Office of Attorney)

- Archive files and records
- Maintain client confidence by keeping client/attorney information confidential.
- Prepare executive's agenda and assist in planning appointments, board meetings, conferences etc.
- Provided the accurate and needed information to the clients on behalf of the lawyer

October 2012-January .2013: Cashier at Spinneys

- Handle the cash transactions and cash flow
- Check daily cash accounts
- Guide customers and solved their queries

EDUCATION

Sept. 2012 – June 2016 **American University of Culture and Education (AUCE)**
Bachelor of Sciences in Business Administration
Emphasis: Banking and Finance

July 2012

Al-Alayli High School
High School Diploma

VOLUNTEER WORK

September 2002 – December 2012: Member of the Lebanese Scouts Association

- Prepared a variety of training programs in order to enhance the scouts skills, and other societal and humanitarian skills of the team members
- Delivered many social services to marginalized groups and families in need

TECHNICAL SKILLS

- Solid MS Office (Word, Excel, PowerPoint)
- Strong Numeracy Skills
- Data Entry
- Cash Management
- Financial principles and practices

PERSONAL SKILLS

- Strong human and interpersonal skills with professional customer service
- Effective communication skills
- Ability to integration in multi-cultural organizations
- Detail oriented
- Conflict resolution and problem solving

LANGUAGE SKILLS

Fluent in spoken & written English
Arabic (Native Language)

Reference available upon request