

## CONTACT

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🏠 Beirut, Lebanon

## KEY ACHIEVEMENTS

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- Member of the LAU Alumni
- Member of the LAU Alumni Futsal team

## SKILLS

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- Use of Software's such as Google, Microsoft Office, and Search Techniques.
- Competent in Social Media Tools
- Competent in flexibility, multi-tasking, interpersonal communication and client servicing.
- Languages Proficiency include English and Arabic (Written and Spoken)

# LYN LADKI

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## PERSONAL STATEMENT

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Seeking a career in a challenging organization with room for growth and development, whereby I can apply my acquired and proven abilities as well as maximize my exposure to new challenges and enrich my expertise.

## WORK EXPERIENCE

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### Admin & Projects

*Oct. 2019- April, 2020*

#### Ajialouna organization (NGO)

- Scheduled regular meetings and record decisions.
- Created and updated workflows along with targets and budgets.
- Conducted risk analyses.
- Prepared and provided documentations to internal teams.
- Measured and report on project performance.
- Interviewed and visited beneficiaries and needy families.
- Prepared, organized and distributed all necessary project materials.

### Customer Service Representative

*May 2018- April 2019*

#### Bank Libano Francaise

- Successfully managed the Credit Card program and frequently overachieved the target (i.e. by 15% in 2018).
- Ran the After Sales Campaign with customers to ensure continuity and assist when needed.
- Managed opening accounts to new clients (with an 8% increase on the forecasted target for 2018).
- Sorted a priority listing to potential clients to meet the cross-selling Bank Products & Services and grew the business (by 10% in 2018).
- Achieved 120% percent of my required sales target within 9 months.
- Ranked among the top three bancassurance sellers across BLF branches in 2019.
- Prepared full customer files for car loans and personal loans.
- Processed paperwork to rebate customer service charges as well as balance customer checkbooks.
- Took an initiative in labeling customers complaints, prioritizing the issue and then supervising the call center regarding the solution and satisfaction of our clientele.
- Prepared product or services reports by collecting and analysing customer information.

## INTERNSHIP

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- Created a detailed concept for all concerns of information technology;
- Consulted and assisted customers to meet their business needs;
- Supported in customizing training sessions.

## WORK EXPERIENCE (continued)

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### Office Manager

*Jan 2018- April 2018*

#### Logistic and Marketing Solutions for Sports (LMS)

- Handled payroll processing, including but not limited to ensuring staff clock in/out, approving payroll and processing payroll according to deadlines.
- Hired and supervised part-time box-office personnel. Managed part time staff and ensures proper customer service practices in resolving customer (internal and external) issues and assuring courteous and respectful (including timely) service.
- Aided in event creation, management and in the coordination of ticket sales with promoters.

### Customer Service Representative

*April 2013- Dec. 2017*

#### Lebanon & Gulf Bank

- Opened and maintained customer accounts by recording account information (individuals/corporate including offshore).
- Maintained financial accounts by processing customer adjustments.
- Recommended potential products or services to management by collecting customer information and analyzing customer needs.
- Contributed to team effort by accomplishing related results as needed.
- Identified and assessed customers' needs to achieve satisfaction.
- Built sustainable relationships of trust through open and interactive communication.
- Handled complains, provided appropriate banking solutions and alternatives within the time limits and follow up to ensure resolution.
- Built good relationships with the customers, thanking the customer and promoting a positive, helpful and friendly environment to ensure they leave with a great impression.

## EDUCATION

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### BA: Business Administration

*2008-2012*

Lebanese American University, Beirut, Lebanon

### Rawdah High School (Economics Sociology)

*2006-2008*

Beirut, Lebanon

**References Upon Request**