

Malek Koleilat

Personal Info

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Beirut, Lebanon

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Date of birth
17-06-1992

LinkedIn
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Languages

Arabic
Mother Language

English
Fluent

French
Fluent

Spanish and German
Beginner

Software

Microsoft Office

Skills

Banking Softwares

Customer Service

Motivational skills

Time management

Leadership

Research

Sales

Teamwork

Work under stress

Seeking a suitable position at your organization to develop my skills and career. I am an optimistic person. I always look forward to build a better career with the right opportunities, I consider myself a hard worker with ability to handle pressure and high level of responsibilities. I would like to positively contribute to maintain mutual benefit of the organization and myself.

Experience

2014/02 - 2020/02
Customer Service Officer
Credit Bank S.A.L - Lebanon
Responsible of maintaining customer’s satisfaction at the highest paste to sustain their presence and make them feel at home while having their transactions.

- Duties:*
- Prepare daily transactions reports
 - Credit and Debt transactions that take place on daily basis
 - Prepare all kind of loans for the customers through providing all the needed information
 - Report the loans to management for acceptance and validation
 - Close bill payments related to credited customers
 - Produce Credit Claims and Assessment

2011/05 - 2013/11
Applebee’s

- ***Floor Manager*** - 11/2012 to 11/2013
- ***Team Leader*** - 12/2011 to 10/2012
- ***Waiter, Bartender*** - 05/2011 to 11/2011

Responsible of the Front of The House (FOH) during the shifts, to satisfy customers with high quality services and let them spend an unforgettable experience.

- Duties:*
- Taking responsibility for the business performance of the restaurant
 - Complying to Applebee’s International Standards and make sure to stay ready for External Audits
 - Analyzing and planning restaurant sales levels and profitability
 - Organizing marketing activities, such as promotional events and discount schemes
 - Preparing reports at the end of the shift/week, including staff control, food control and sales
 - Creating and executing plans for department sales, profit and staff development
 - Setting budgets and/or agreeing them with senior management
 - Planning and coordinating menus
 - Coordinating the entire operation of the restaurant during scheduled shifts
 - Managing staff and providing them with feedback
 - Responding to customer complaints
 - Ensuring that all employees adhere to the company's uniform standards
 - Meeting and greeting customers and organizing table reservations
 - Advising customers on menu and wine choice Recruiting, training and motivating staff
 - Organizing and supervising the shifts of kitchen, waiting and cleaning staff

Education	
	<div>Bachelor Degree of Science in Business Management</div> <div><ul style="list-style-type: none">American University of Science and TechnologyGraduate year: 2014</div>
	<div>MSc in Global Management</div> <div><ul style="list-style-type: none">University of Salford - Manchester, UKEstimated graduate year: 2020</div>

Certificates	
	<div><ul style="list-style-type: none">Emotional Intelligence & Body Language - ACT LeadersCustomer Service - WYNDER COACHESLegal Aspects of Banking Operations - Association of Banks in LebanonBusiness Etiquette - Formatech</div>

Volunteering	
2011/09 - present	<div>Donner Sans Compter</div> <div><i>Blood Donner</i></div>
2008/01 - present	<div>The Makassed Islamic Philanthropic Schools</div> <div><i>Community Volunteer</i></div>