



Christian Halaby

Customer Relationship Officer

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Nationality: Lebanese, French 📍

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Experienced Customer Relationship Officer with 7 years of experience seeking a new opportunity as a sales representative. I have 2 years' experience of selling face-to-face and a further 5 years of cold telesales. Successfully achieved yearly targets and exceeded my managers' expectations. I am a self-motivated individual who consistently achieves top-quality outcomes. I am neatly presented, well-spoken, very sociable, and have a positive work ethic.

WORK EXPERIENCE

Customer Relationship Officer Byblos Bank SAL

10/2020 - Present

Achievements/Tasks

- Handled 20+ customer account inquiries per day,
- Executed main banking transactions (account openings, banker's checks, incoming and outgoing transfers),
- Achieved continuous increase in KYC cleansing,
- Promoted debit cards, Mobile Banking,
- Performed regular contact with the bank's shareholders regarding new product suggestions.

Commercial Support Officer Byblos Bank SAL

12/2015 - 10/2020

Achievements/Tasks

- Promoted the digital banking services for new and existing commercial clients,
- Collected the necessary information and enrolled 80% of commercial clients to the online banking services,
- Performed regular contact with 300 commercial clients to ensure that the bank's services are running properly,
- Solved 20 - 25 customer inquiries on a daily basis,
- Suggested 5 new services based on market needs,
- Carried out retention calls with unsatisfied customers, convincing 60% of them to keep using the software.

Main Teller Byblos Bank SAL

01/2015 - 12/2015

Achievements/Tasks

- Executed all cash and non-cash transactions,
- Managed the cash vault, Replenished ATMs,
- Handled customer account inquiries,
- Achieved 50% of KYC cleansing (yearly target),
- Promoted debit cards, credit cards, bancassurance,
- Contributed in bringing deposits to the branch.

Teller Byblos Bank SAL

12/2013 - 01/2015

Achievements/Tasks

- Managed all cash and non-cash transactions,
- Handled customer account inquiries,
- Achieved 70% of KYC cleansing (yearly target),
- Promoted debit cards, credit cards, bancassurance,
- Contributed in bringing deposits to the branch.

SKILLS

Communication skills

Teamwork

Decision making

Negotiation

TeleSales & Marketing

Time management

Customer service

Organizational skills

Microsoft Excel

Computer skills

Strategic planning

EDUCATION

Bachelor degree in Finance Lebanese University

09/2010 - 11/2013

INTERESTS

Digital Marketing

Programming (Python)

Travel

Movies

Bodybuilding

Basketball

Football