

MAHMOUD JABER



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EXPERIENCE



CUSTOMER EXPERIENCE AGENT

Oct 2018 - Oct 2020

SARADAR BANK S.A.L.

- Studying the market to provide new banking products which helped increase the retail revenue by 10%
- Measuring risks and identifying potential private banking clients by identifying needs and building trust
- Improving the digital service by creating new features to the online application platform
- Selling different banking products and services for more than 50 new clients

SALES MANAGER & DNS TRAINER (NIGHT SHIFT)

Oct 2018 - Present

LEVEL UP FITNESS CLUB

- Attaining an operational cost \$3000 lower than the market average which allowed to increase the profit margin by 35%
- Increasing sales by studying the market and providing offers to companies and students
- Setting sales quotas, goals & targets by identifying sales leads and maintaining a good relationship with new clients
- Implementing Dynamic Neuromuscular Stabilization to provide rehabilitation to clients

CUSTOMER SERVICE AGENT

Oct 2017- Oct 2018

BANK OF BEIRUT S.A.L.

- Providing account services to customers by handling cards, loans and high cash amounts
- Selling banking products and services by implementing cross-selling and up-selling to newly presented clients
- Increasing deposits by offering a referral reward program and through introducing new customer

FLOOR SUPERVISOR & SALES REPRESENTATIVE

Aug 2016 - Oct 2017

H&M (DAREEN INTERNATIONAL COMPANY)

- Implementing various selling techniques, such as cross-selling and up-selling
- Analyzing shoppers body language for sales purposes
- Communicating with customers to identify their needs and offer solutions
- Arranging, ordering, and delivering items across branches

IT SUPPORT

Sep 2013 - Sep 2015

LEBANESE AMERICAN UNIVERSITY

- Installing software and performing minor repairs to hardware, software, and peripheral equipment, following design or installation specifications
- Solving technical issues that students, staff and faculty members faced while using computers and tablets

OPERATIONS SUPERVISOR

Jan 2012 - Oct 2013

MIR INTERNATIONAL CENTER

- Managing large amounts of inbound and outbound calls in a timely manner
- Identifying customers' needs, clarifying information, researching every issue and providing solutions
- Receiving and handling international transfers

EDUCATION



B.S. IN INFORMATION TECHNOLOGY MANAGEMENT

Sep 2013 - Dec 2016

LEBANESE BACCALAUREATE

Sep 1998 - Apr 2013

LEBANESE AMERICAN UNIVERSITY

Related coursework: System analysis and design | Data and information Management | Business Data Communication | Computer programming | Strategic planning & Pol | Formulation, Data base | ITM I, ITM II

AHLIAH HIGH SCHOOL

Humanities and Social Sciences discipline

SKILLS



MICROSOFT WORD ●●●●●○
MICROSOFT EXCEL ●●●●○○
MICROSOFT ACCESS ●●●●●○
ADOBE INDESIGN ●●●○○○
IGO FIGURE ●●●●○○

ARABIC (NATIVE) ●●●●●●●●
ENGLISH (FLUENT) ●●●●●●○

EXTRA CURRICULARS



GC LAU MODEL UNITED NATIONS

Feb 2011- Mar 2013

INJAZ LEBANON COMPANY PROGRAM

Sep 2012- Nov 2012