

MONA NASSER

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Aggressive strategist with proven ability to close the deals via strong and persuasive closing skills. Outstanding interpersonal skills, detail oriented, problem solver, and a good communicator; Strong initiative skills, working both independently and as part of a team; ability to work under pressure without sacrificing the quality of work. Six-year banking experience with focus on exceptional customer service and high customer satisfaction. Skills from Executive assistance experience. Essential project management skills with core abilities to successfully bring a project from start to finish. Seeking a position allowing me to be an asset to the company and customers alike. Dedicated employee who can provide thoughtful and trustworthy solutions for business and customers.

EXPERIENCE

MAY 2021 – PRESENT

EXECUTIVE ASSISTANT (PERSONAL ASSISTANT MANAGING DIRECTOR), NATIONAL FRIENDLY ENVIRONMENT LLC. (OWNED BY MASS INVESTMENT) - (MUSCAT, OMAN)

- Reporting to senior management and performing administrative duties.
- Managing internal and external correspondence and conducting meetings on behalf of senior management.
- Issuing reports and submitting them to the Managing Director.
- Preparing presentations for department managers, executives and board of directors.
- Meeting with employees and teams to discuss issues and give resolutions on behalf of the managing director.
- Project marketing through social media platforms and company presentation at the Oman Exhibition and in all company meetings.
- Liaising with internal departments, answering calls, and making travel arrangements.
- Scheduling appointments, maintaining the events calendar, and sending reminders.
- Preparing facilities for scheduled events and arranging refreshments, if required.
- Observing best business practices and etiquette.
- Preparing proposals and formulating quotes and sending them to the involved companies for further services.
- Preparing invoices at the end of every month.

Additional duties performed by me related to Business development management and project management:

- Screening the market for new potential alliances
- Promoting businesses products and services and exploring new business opportunities
- Studying the market and competitors' performances carefully
- Working closely with the General Manager and providing timely feedback on all assignments given by the office of the General Manager
- Coordinating with HSE and project engineers for completion of the processes successfully
- Formulating and implementing the business development strategies and establishing objectives in close coordination with the General Manager

- Creating, developing and maintaining a professional and strong business relationship with key decision-makers among potential clients in the oil & gas industry
- Applying for and submitting tenders
- Communicating directly with the clients' department managers to assure that the service is completed with no issues from the beginning to the end
- Monitoring project progress and creating project status reports for project managers
- Scheduling clients' meetings and facilitating communication between the project manager and the client throughout the project life cycle
- Communicating directly with the clients' HSE manager and project manager to assure that the service is completed with no issues from the beginning to the end
- Managing project management documents such as the project plan, budget, schedule or scope
- Executing a variety of project management administrative tasks such as billing and bookkeeping
- Communicating with executives or boards to keep the project aligned with their goals

All my communications are with managers of huge companies such as: Shell, Halliburton, Be'ah, OQ, Oman LNG, OICT, BP Khazzan, etc.

FEB. 2018 – DEC. 2020

CUSTOMER SERVICE REPRESENTATIVE, BLC BANK (BEIRUT, LEBANON)

- Inform and suggest new banking products to customers
- Provide information to customers on their account status and account balances
- Open new bank accounts according to laid down rules and guidelines
- Enter Money Market & FX deals in SAP
- Study the client's financial status, credit, and his capability to repay the loan
- Complete the loan documents and submit the loan applications to the credit department
- Give a personal opinion about the applicant and reasons for approval or rejection and inform the client about the "Credit Analysis Department"
- Know clients' needs and identify opportunities to sell bank products and services
- Update "Know Your Customer" (KYC) applications and credit files
- Be involved in performing some financial related and marketing transactions
- Issue checks and perform internal and outgoing transfers
- Channel complex customer complaints and challenges to the right quarters for effective resolution
- Ensure that customers' confidential information is properly protected
- Handle transactions and effectively communicate ideas, suggestions and answers
- Comfortable with social media, online tools, mobile applications, and social media.

AUG. 2015 – FEB. 2018

TELLER, BLC BANK (BEIRUT, LEBANON)

- Build customer relations & inform and suggest new banking products to customers
- Handle transactions and answer customer queries
- Interpret customer needs and offer the best solution based on proper company policies
- Effectively communicate ideas, suggestions and answers
- Refer customers to people who specialize with the type of problem or query they present

- Provide information to customers on their account status and account balances
- Open new bank accounts according to laid down rules and guidelines
- Help customers in accessing their internet banking applications and assist them in using ATM machines
- Update “Know Your Customer” application
- Fill up loan application details and ask the clients for documents to apply for a loan
- Ensure prompt attendance to customer inquiries and solve their problems to grant them maximum satisfaction
- Sell and Cross-sell bank products and services based on customer needs in accordance with the bank’s Policies and objectives

AUG. 2014 – JULY 2015

PAID INTERNSHIP, BLC BANK (BEIRUT, LEBANON) → **FOUR-MONTH PROBATION PERIOD (AUG. 2014 – NOV. 2014)**

- Greet customers & update “Know Your Customer” application
- Fill up loan application details and help client reach to and available customer service officer to complete the process
- Sell bank products and services as per manager’s request
- Help clients with E-banking services

EDUCATION

JULY 2023

MBA, HAIGAZIAN UNIVERSITY (LEBANON)

Completed all courses with cumulative average 87% (*still working on my thesis*)

JUNE 2014

BBA WITH EMPHASIS IN FINANCE, HAIGAZIAN UNIVERSITY (LEBANON)

Cumulative average 76%

SKILLS

- Business development skills
- Strong relationships & effective connections
- Interpersonal communication skills
- Sales revenues maximization
- Project management
- Marketing, Sales, & Customer service
- Time management
- Keen eye & ability to remember details

CERTIFICATES

- **LEBANESE FINANCIAL REGULATIONS** (JUNE 2018) – ESA BUSINESS SCHOOL
- **PUBLIC SPEAKING: ART OF COMMUNICATING PROFESSIONALLY** (AUGUST 2018)
“EL MEOUCHY EDUCATION & CONSULTANCY”