

Sharbel El Tenn

Date of Birth: December 06, 1991
Nationality: Lebanese
Marital Status: Single
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Objective

To obtain a position in Finance or Sales, where I can utilize my skills and knowledge, to make a positive impact towards the success of the organization with the opportunity for personal growth and performance.

Employment Overview

April 2018 – Present
LEBANON

Byblos Bank Sal

Customer Service Representative

- Open new bank accounts according to laid down rules and guidelines
- Provide information to customers on their account status and account balances
- Proceed with Certificates of Deposit
- LC/ LG for corporations.
- Participate in marketing and awareness campaigns in the bank to create an enlarged customer base
- Perform some financial related and marketing transactions
- Present and sell banking services and products to existing and prospective clients
- Verify bank account details upon client request
- Discuss bank policies and procedures and any changes affecting policies and procedures with clients
- Resolve client queries and complaints

October 2016 – March 2018
LEBANON

Byblos Bank Sal

Bank Teller

- Assisted customers with check cashing, depositing, transfers, wire transfers, savings deposits and withdrawals
- Collected payments
- Promoted the financial institution's products (loans, mortgages, etc.)
- Built business referrals (trust, insurance, lending, etc.)
- Performed cash advances
- Balanced the vault, cash drawers, ATMs.

August 2014 – Oct 2016
LEBANON

Elissa Sal

Administrative Assistant

- Followed up with the showroom sales representatives.
- Assisted the accounting department (by issuing invoices, cash receipts and provided clients with Statement of Account)
- Handled online promotions for the company
- Assisted with product selection and in developing strategies for clients
- Recorded process payments
- Maintained sales support/statistics
- Arranged delivery dates for larger quantities
- Dealt with customers complaints

May 2013 – August 2014
LEBANON

Alfa Telecom

Call Center Representative

- Handled customer service calls
- Fulfilled customer requirements
- Submitted claims for call outage/ mobile data
- Followed up on customer accounts

Education

University Lebanon	Sagesse University B.S. Financial Engineering 2016
School Lebanon	Achrafieh Highschool BAC 2 – General Science

Training courses / Certificates

- Training at Sagesse & USEK Dealing Room on Thomson Reuters Eikon-Version 4
- Certificate Of Participation From The USEK Inter-University Virtual Trading Competition 2016 (Sponsored By Bank Of Beirut)
- Banking Lebanese Regulations (2017) at ESA
- Lebanese Banking Ethics (2018) at ESA

Computer Skills

Microsoft Word, Excel, PowerPoint, Outlook, Project | Temenos T24 | Accounting Software