

# Rayane Tarssisi

## Senior Customer Experience Agent

Tripoli, Lebanon | +96171705885 | [rayane.tarsisi@gmail.com](mailto:rayane.tarsisi@gmail.com) | [linkedin.com/in/Rayane-Tarssisi](https://www.linkedin.com/in/Rayane-Tarssisi)

### Summary

Senior Customer Experience Agent with a 7+ years of working experience in the financial services industry. Possess great analytical skills, strong communication capabilities and teamwork-oriented Financial analyst. Master's degree focused in Finance and a Chartered Financial Analyst level 2 candidate.

### Skills

#### Computer Applications

- Microsoft office (Word, Excel, PowerPoint)
- Basic Knowledge in Object Oriented Programming (C++, Java and Python)

#### Mathematics, Finance and Economics

Corporate Finance Knowledge, Fixed Income, Equity Valuation, Market analysis, Portfolio management, Data Validation Techniques, Budgeting, Asset management, Financial Analysis, Economics

#### Proficiency in Languages

Arabic (Native) - English (Fluent) - French (Fluent) - Spanish (Limited working proficiency)

#### Soft skills

Communication, Teamwork, attention to details, Problem Solving Skills, Budget management, Time management, Networking, Negotiation, Report Writing, Fast Learner

### Work experience

#### Saradar Bank sal

June 2016 - Present

Senior Customer Experience Agent

- Handle customer's accounts opening and closing
- Help Customers use digital channels
- Process payments and withdrawal, accounts' management
- Handle customers' financial inquiries
- Initiate contact with potential new clients in order to promote and sell the bank's products and services
- Handle credit and loan requests' collection and preliminary study
- Engage in up-selling / cross selling to existing customers and demonstrate an ability to increase share of wallet per client

#### Economena Analytics sal

June 2014 - June 2016

Research Analyst

- Perform quality control on Middle East Financial statement and economic statistics
- Gather Data and information online as directed by the research manager
- Assist management in developing data collection and management strategies
- Develop an advanced data management skills and provide training to teammate and clients
- Analyze data and prepared charts for management

### Education

#### Lebanese University

September 2014 - July 2016

Msc in Finance

Holder of Masters in finance degree after successfully passing two academic years at the Lebanese University

#### Lebanese University

September 2009 - July 2012

Bachelor degree in Business Administration

Holder of Bachelor degree in Business Administration after successfully passing three academic years at the Lebanese University

Certificates

Chartered Financial Analyst

Level 2 candidate

Customer Due Diligence

Certified by Standard Chartered Bank

Certified Anti-Money Laundering and Counter Terrorist Financing

Certified by Standard Chartered Bank

Understanding Sections

Certified by Standard Chartered Bank

Interests

Sports

- Player in the Lebanese Federation of Tennis
- Hiking
- Cycling

Volunteering

- Former Member at the Red Cross youth club
- English Teacher at the Sudanese Cultural Club
- Former Member at Rotaract Lebanon