

PERSONAL INFORMATION

Fadi Nachef



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Male | 24/06/1984 | Lebanese

PREFERRED JOB

Looking forward to making a significant contribution in Business Management field with emphasis in Marketing, Sales & Customer Service where I can combine my valuable experience and competencies to lead the business in line with all challenges that all companies are currently facing and to propose and support new managerial initiatives.

WORK EXPERIENCE

May 2019 – April 2021

Customer Relationship officer

Name and address of employer

Byblos Bank S.A.L

Lebanon

(www.byblosbank.com)

Main Activities and Responsibilities

- Marketing Bank's products and services
- Managing clients portfolio
- Handling customers' requests (emails/phone/face to face)
- Monitoring liabilities ,overdraft accounts & due unpaid loans
- Implementing new procedures/changes
- Training & Coaching employees

Business or sector

Banking

May 2014– April 2019

Retail Analyst

Name and address of employer

Byblos Bank S.A.L

Lebanon

(www.byblosbank.com)

Main Activities and Responsibilities

- Analysing retail files (housing loans/car loans/commercial loans)
- Controlling loans execution
- Training new employees
- Reporting regularly to top management

Business or sector

Banking

June 2011– April 2014

Marketing & Sales officer

Name and address of employer

Byblos Bank S.A.L

Lebanon

Main Activities and Responsibilities

- Organizing sponsorship events and workshops
- Training employees
- Delivering presentation to companies and schools
- Boosting branch sales and new campaigns
- Monitoring sales figures and employees performance

June 2006 – May 2011

Personal Banker

Name and address of employer

Byblos Bank S.A.L
Lebanon
(www.byblosbank.com)

Main Activities and Responsibilities

- Opening Bank accounts
- Issuing debit card/credit cards
- Executing retail loans
- Handling cash operations

Business or sector

Banking

EDUCATION

From 2015-2017

Master in Banking Studies

(From Saint Joseph University –Association of Banks in Lebanon - Higher Institute of Banking Studies Beirut –Lebanon - <https://www.usj.edu.lb/iseb/>)

Principal subjects/ Occupational Skills covered

- Leadership
- Project management
- Corporate governance
- Internal Audit
- Risk management
- Methodology of research

From 2013-2015

Higher Diploma in Banking Management

(Saint Joseph University –Association of Banks in Lebanon -Higher Institute of Banking Studies Beirut-Lebanon - <https://www.usj.edu.lb/iseb/>)

Principal subjects/ Occupational Skills covered

- Principles of Management
- Strategies
- Banking Production
- Retail Banking
- Communication

From 2002-2005

Bachelor in Business Administration & Management

(Saint Joseph University <https://www.usj.edu.lb/fgm/diplome.php?diplome=689#>)

Principal subjects/ Occupational Skills covered

- Financial Analysis
- Accounting
- Macro and Micro economy
- Strategic Marketing
- Legislation
- Economic policies
- Economic Relations and international

PERSONAL SKILLS

Mother tongue(s) Arabic

Other language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C1	C1	B2	B2	C1
	Replace with name of language certificate. Enter level if known.				
French	C1	C1	B2	B2	C1
	Replace with name of language certificate. Enter level if known.				

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user
Common European Framework of Reference for Languages

Communication skills -Strong communication skills gained through my customer experience in the banking sector and through my work as NGO volunteer in my community
- Ability to work in a team , flexibility and easy to adapt in time of crises

Organisational / managerial skills -Trainer in Off-Job Trainings (certified by Phi Management Group in 2010)
-Responsible of a trainees of 7people at least
-Event Organizer (hiking , theatre shows)
-Capable to lead and motivate people
-Capable to build a strong team spirit

Job-related skills ▪ Responsiveness of Bank clients requests
▪ Problem solving & Decision Making
▪ Very Good Analytical skills
▪ Very Good Research skills

Computer skills ▪ Good command of Microsoft Office™ tools : (Excel , Word , PowerPoint , Access)
▪ Good command of system database(Oracle)

Driving licence ▪ category B (Lebanese Driving Licence)

ADDITIONAL INFORMATION

Memberships -Board member in Alumni Saint Joseph University <https://alumniusj.org/group/association-des-anciens-liban-sud/62/team>
-Board member in " Environment without limits" Association
-Previous Board Member in Green Hill Club Maghdouche

Certificates, Workshops and Awards -Holder of Train the Trainer in Off-Job Training on Dec.2010 (Phi management Group)
-Holder of Corporate Image & Business Etiquette workshop on Feb. 2011 (STARMANSHIP Associates)
-Holder of Powerful Presentation Skills on March 2011 (Phi Management Group)
- Holder of Building Coaching Skills on November 2011 (Core Change)
-2nd Place in South Region in Bancassurance Contest (June 2010) in Byblos Bank
-Outstanding Performance Achiever during the 2012 family campaign in Byblos Bank