



# MURIEL NEHME

## Customer Service Professional

### PROFESSIONAL SUMMARY:

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- A result driven professional with **10+years** of customer relation, equipped with exceptional ability to facilitate all aspects of internal and external communications, support the day-to-day administrative and operational functions.
- Digital Marketing lover with basic knowledge in SEO/SEM and Social Media
- Certified in **Digital Marketing**
- **Business system:** Temenos T24, ICBS banking software solution

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### **Personal Banker** Jan 2017 – till date **Societe Generale de Banque Au Liban – Lebanon**

- Handle inquiries received via telephone, email and letter ensuring that the company's brand values, principles, and styles are adopted and utilized.
- Research, identify and resolve customer complaints using applicable software, retaining, and deepening customers relationships and handle information in a confidential manner
- Maintain a productive and excellent connection with the team, identify areas of improvement and implement solutions in order to achieve monthly budget and provide support to the branch.
- Contribute to bank sales production through individual performance of selling and cross selling banking products.
- Working with a team constituted of 10 CSR to identify areas of improvement and implement solutions in order to achieve monthly budget and provide support to the branch.

Joining a fundraising program to, empower and support the mission of the Children's Cancer Center of Lebanon (CCCL) by collecting money and engaging clients towards the practice of our plan, this activity was successful and raised about 5000\$ during a short period.

### **Recruitment & Consulting Manager**, (remotely) Jan 2021- Till Date **Business Umbrella Company- Dubai**

- Identify new clients and convert them into new business through proactive sales calls.
- Keep close contact with existing and potential clients to win new recruitment opportunities.
- Search candidates using targeted head hunting, social media and job board and manage interview process.

### **Customer Relation**, 2010 – 2014 **Middle East Airlines - Lebanon**

- Provide the highest quality of service to the customer at all times
- Provide exceptional hospitality services, maintain a high level of communication and service with multi-cultured passengers and staff members.
- Maintain a high level of professional etiquette and presentation to ensure the satisfaction of passengers and the reputation of the organization.

### PROFESSIONAL QUALIFICATION:

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- **Masters in Digital Marketing and E-Commerce** in 2022 from EAE University, Spain.
- **Masters of Business Administration in Human Resources** in 2013 from Lebanese Canadian University, Lebanon
- **Bachelor of Science in Archeology** in 2009 from Lebanese University, Lebanon.

### PERSONAL DETAILS:

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Nationality : Lebanese  
Marital Status : Single  
Languages : Arabic, English, French