

# Mona Chehab

Beirut, Lebanon

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## PROFESSIONAL EXPERIENCE

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**Beirut, Lebanon – Banque Libano-Francaise S.A.L**  
Private Customer Service

**Mar 2019-Present**

- Provide information about the bank and its products
- Build sustainable relationships of trust through open and interactive communication
- Listen and respond to customer's complaints
- Identify and assess customers' needs to achieve satisfaction
- Sell products and services

**Beirut, Lebanon – Banque Libano-Francaise S.A.L**  
Customer Service Representative

**Jan 2018-Mar 2019**

- Present financial products and services to existing and potential customers;
- Advise customers on loans, credit cards and online banking services;
- Manage customer's bank accounts, transactions and refer clients to in-house financial experts;
- Follow up with clients to ensure a good service;
- Perform administrative duties, including data entry and study the risk of the market.

**Beirut, Lebanon – Banque Libano-Francaise S.A.L**  
Teller

**Jun 2016-Dec 2017**

- Process transactions accurately and efficiently in accordance with established policies
- Process treasury, tax, and loan payments
- Promote bank products and services

**Beirut, Lebanon – Arab Bank PLC**  
Intern

**Aug 2015**

- Provide assistance to bankers in day to day operations
- Handle the filing of the documents in the branch

**Beirut, Lebanon – Banque du Liban**  
Intern

**July 2015**

- Provide assistance to bankers in day to day operations
- Handle the filing of the documents in the branch

## EDUCATION

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**Beirut, Lebanon – Saint Joseph University - Tours, France – Université de Tours**  
Master's in Marketing des Services

**2018**

**Beirut, Lebanon – Saint Joseph University**  
Bachelor's degree in Business Management

**2016**

## TRAININGS

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- Fraudulent Transfer
- Leadership
- Microsoft Office (Word, Excel, Power Point)

## VOLUNTEERING

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- Volunteer at Lebanese Red Cross **2014-2015**

## SKILLS

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- Languages: Fluent in Arabic, French and English
- Computer skills: Microsoft Office (Word, Excel, Power Point)
- Soft skills: Strong interpersonal and communication skills, detail-oriented person, team work player