

# Nour El Jundi

## Contact Information

**Address:** Beirut, Lebanon

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## Soft and Hard Skills

- Customer Service
- Training
- Communication
- Problem-Solving
- Microsoft Office
- Intercom
- Docusign
- Slack
- Salesforce
- Trello
- SAXO TraderGO

## Certifications and Programs

**Internet Core Competency Training and Certification (IC3).** Sep – Oct 2018

- Learned basic word processing, spreadsheet, and database activities
- Studied networking concepts, digital communication, and research fluency.

## Languages

**Arabic:** Native

**English:** Proficient

**French:** Beginner

## Professional Summary

**Enthusiastic, highly motivated MBA graduate with proven leadership capabilities. Initiative taker, seeking out new opportunities. Areas of expertise include:**

- Honors student with a record of academic and extracurricular success.
- Extensive leadership experience, particularly within higher education settings.
- Adept at working across departments with clients, managers, developers, brokers, faculty, administrators, and students.

## Education

**Masters of Business Administration (Finance)** 2019 – 2021  
Arab Open University, *with High Distinction*.  
**CGPA:** 3.92

**Bachelors of Business Administration (Finance)** 2016 – 2019  
Beirut Arab University, *with Honors*.

## Work Experience

**Administrative Client and Support Analyst** Jan 2021 – Present  
**Neo Technologies BDD [full-time] – Lebanon**

- Generated and analyzed various types of reports for NBK (National Bank of Kuwait) including but not limited to: client's monthly reports, clients renewed documentation requests, private banker clients reports, AUM end of month reports, registration fees collection reports, etc.
- Onboarded new clients through PACI, CID, and PEP checks according to Kuwaiti standards and communicated the decision of approval to my operations team.
- Utilized software and scripts by designing the bot of our live chat application "Intercom" to provide excellent consistent customer service
- Assisted the administration and human resources in the screening of prospective employees' resumes on the first stage.
- Actively managed the admin page for NBK Capital's clients in terms of deposits, withdrawals, IBANs, and investments.
- Created, amended, and renewed contracts, risk score changes, and Know Your Client (KYC) forms to clients on Docusign.com.
- Filed support tickets to the technical team when issues arised concerning website or application bugs, incorrect transfer amounts, and other transactional matters.
- Accurately and efficiently responded to clients to address their needs, complaints, and other product/services issues.

## Work Experience (Cont'd)

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**Promoter (Brand Ambassador)** Feb 2019 – Jan 2021  
**Diffa Group [part-time] – Lebanon**

- Delivered product knowledge and influenced sales in products related to hair and beauty.
- Received customer feedback regarding the advertised product for potential improvement.

**Food Quality Inspector (Mystery Shopper)** Sep 2019 – Sep 2020  
**Malak Al Tawouk [part-time] – Lebanon**

- Ensured corporate standards are met by conducting occasional undercover quality-control visits to the restaurant's branches.
- Provided quality feedback and comprehensive reports to improve the quality of the services offered.

## Internships

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**Intern/Trainee (Commercial Department)** Oct 2020 – Nov 2020  
**NokNok Groceries Application – Lebanon**

- Handled daily purchase orders, price changes, and order cancellations on the company's ERP system.
- Conducted price monitoring visits to track and compare the competitors' prices to our offered services.
- Communicated with the warehouse employees to update the inventory and mirror the available products on the application.

**Intern/Trainee** Sep 2019 – Oct 2019  
**Banque Du Liban – Lebanon**

- Recognized the central bank's functions via coursework and interactive exercises.
- Worked in a team that discussed several case studies facing ranging from the current economic obstacles facing Lebanon to the oil price crisis at a regional level.

**Intern/Trainee (General)** Jul 2019 – Aug 2019  
**First National Bank – Lebanon**

- Obtained a general understanding of a bank's activities across several departments.
- Emphasis in practical work of the following units: teller, mailing and filing, and CSR.