

Motivated personnel eager to apply my skills, knowledge, and talent into a growing environment.

Tania Youssef Cheaitili



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Furn El Chebbak, Beirut, Lebanon

Education

June 2016

Lebanese American University - Lebanon

Bachelor of Science - Business Management

Skill Highlights

- Customer enquiry management
- Conflict resolution
- Expert communicator
- Report preparation
- Money handling abilities
- Cross-selling expertise
- Upselling skills
- Presentation skills
- Microsoft Office

Languages

- Arabic: Native Language
- English: Proficient
- Spanish: Proficient

Extra-Curricular Activities

- Red Cross Lebanon
- Event Organization

Experience

Aug 2018 – June 2021

Human resources – Sands Design & Consulting

- Recruitment and hiring.
- Training and development.
- Employer-employee relations.
- Maintain Company Culture.
- Manage employee benefits.
- Create a safe work environment.
- Handle disciplinary action

Feb 2018-June 2018

Customer Representative - Blom Bank - Beirut, Lebanon

- Establish and promote cordial relationship with customers, ensuring prompt attendance to their inquiries and solving their problems to grant them maximum satisfaction without delay.
- Ensure that customers' confidential information is properly protected and only used for official purposes.
- Provide information to customers on their account status and account balances.
- Open new bank accounts according to laid down rules and guidelines.
- Inform and suggest new banking products to customers.
- Recommend effective ways through which the bank can promote its products and services and increase customer satisfaction.
- Guarantee that all the bank's policies and procedures, code of conduct and regulatory guidelines are strictly complied within the process of discharging duties.

Dec 2016 – Feb 2018

Teller - Blom Bank - Beirut, Lebanon

- Process customer transactions, including deposits, withdrawals, and payments.
- Explain bank services, financial products, and applicable fees to customers.
- Identify and mitigate potential fraud and transaction risks.
- Track, record, report, and store information related to transactions, bank supplies, and customers while ensuring all information is accurate and complete.