

Fayez Alameh

Senior Customer Service

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Senior customer service with 9+ years of experience in dealing with diversified customer needs and dynamic environment. Targeting to increase business and satisfied customers along with meeting market requirements. Contributing positively to handling challenges with a pleasant attitude, providing my expertise and skills to fulfill key performance indicators professionally and competently.

EXPERIENCE

FRANSABANK SAL Main Branch Beirut-Lebanon

Senior Customer Service

Jan 2019 – Present

- Managing customer service team ensuring the day to day business requirements are met.
- Train and develop staff to ensure their knowledge and skills are kept up to date.
- Developing Business from new and existing clients through strategic penetration into other sectors utilizing the entire portfolio spectrum like cross sells of services and products.
- Conduct Strategic reviews with existing and target customers to assess their future financing needs and align the Bank's products accordingly (to include specific transactions and transactional requirements).
- Ensuring optimization of business opportunities.
- Develop and maintain robust working relationships with internal / external stakeholders to facilitate and capitalized on functional / operational / strategic needs.
- Enhancing the product bundling capabilities, for improving sales / up-sales/ cross-sale.
- Maintaining high compliance standards for audit and regulatory purposes.

FRANSABANK SAL Main Branch Beirut-Lebanon

Customer Service Representative

Nov 2012 –Dec 2018

- Liaise with respective stakeholders in arranging deals, trading, and other investment products for banking clients in a timely manner.
- Launching new bank products or services focusing on project management and portfolio optimization initiatives.
- Lead client engagements to communicate product strategy and business building strategies.
- Managing a product from conception to seeding and achieving sales scale target.
- Coordinating at internal and customer level the end-to-end implementation of services.

LIBANOARAB CO, Beirut-Lebanon

Sales Manager

2010 – Oct 2012

- Assist clients with their real estate inquiry (by phone, via email, face to face meetings).
- Conduct viewing of residential and commercial properties in professional manner, manage clients' follow-up.
- Prepare commercial offers, contracts, and presentations for prospects / clients.
- Accountable for direction of deals taken defining optimal ways to increase sales by providing ideas and recommendations for real estates.

EDUCATION

June-2009 **Arts, Science & Technology University–Lebanon**

Business Administration -Bachelor of Business in Marketing & Advertising

SKILLS & ABILITIES

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|------------------------------------------------------|--------------------------------------------------------------|
| • Strong Product and Problem-solving acumen. | • Provision of coaching and development of peers |
| • Proven sales, negotiation, communication skills. | • Strong strategic and customer focus |
| • Collaborator, willing to lead and build consensus. | • Contribute in re-enforcing a positive working environment. |
| • Comfortable working in dynamic environment | • Providing new insights and improvement initiatives. |

LANGUAGES & COMPUTER SKILLS

Excellent communication skills in both English and Arabic

SAB Banking Software (merchant services, card services, payment interfaces and online banking facilities....)

Microsoft Office: Word, Excel & Power Point