

# Louis Toni Zoueïn

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## Education:

**2016-2020**

**Bachelor of Management Information System**

Lebanese University - Faculty of Economics and Business  
Administration - Achrafiyeh

**2015-2016**

**Lebanese Baccalaureate in Sociology and Economics**

College Notre Dame de la Paix - Dora

## Professional Experience:

**April 2021 - August 2021 Arab International Development and Investment Company Sal (Internship)**

### **For Retention Agent:**

- Handle incoming leads and develop them into clients of the company.
- Build chemistry with the clients.
- Increase the number of verified clients and depositors.
- Meet personal and team targets.
- Promote company's brand.

### **For Trader position:**

- Trade different assets (exchange futures, CFD's and spot).
- Providing key parties with daily trading information.
- Trade based on technical and fundamental analysis.

### **For Compliance Officer position:**

- Ensure company's practices are compliant with any relevant laws, regulations and licensing requirements.
- Ensure a company functions in a legal and ethical manner while meeting its business goals.
- Responsible for developing compliance programs, reviewing company policies, and advising management on possible risks.

**For Back-Office Officer position:**

- Reconciling clients' balances and accounts.
- Approve Clients Documents Deposits and Withdrawals.
- Communicating with clients via email for any inquiries related to their deposits, account opening and withdrawals.

**2019-2021 Bar Supervisor- Capitole - Down Town**

- Manage the business aspects of the bar, such as keeping a current liquor license, negotiating supplier contracts, taking inventory and reordering supplies, managing budgets, and setting goals.
- Hiring and training staff to provide excellent service to patrons
- Creating effective schedules and quickly resolving conflicts to ensure that bar is well staffed during peak hours.
- Setting and enforcing quality and safety controls.
- Planning and taking part in promotional events.

**2020 Intensive training with the expert in Retention Mr. Yaniv Faibish**

- Formulas to be able to calculate: pip value, profit & loss, margin call, spread and swap.
- Key Economic Data.
- How to make the 3 calls with your client: K Y C call, Margin call and Money call.
- The Code of Business Conduct and Ethics.
- Onboarding Process & CRM Levels.
- Complaints Handling Procedure.
- Know what you can and cannot say in order to avoid any wrongdoings.

**2019-2020 IT support -Saint Joseph School-Cornet Chehwan- (Internship)**

- Installing and configuring computer hardware, software, systems, networks, printers and scanners.
- Monitoring and maintaining computer systems and networks.
- Responding in a timely manner to service issues and requests.

**Professor of computer science-Saint Joseph School**

- Maintain student attendance records, grades.
- Teaching students robotics, C++, MS,Photoshop.

**2017-2019 Affiliate with XTB**

- Promote XTB and the Company's products in order to meet established marketing plan goals and annual sales revenue.
- Performing research or analysis on different assets.
- work schedule to call on existing or potential sales outlets and other trade factors.

- Assisting clients with any queries and or technical issues that come across as well as account openings.
- Searching and identifying areas for business development as well as networking opportunities.

## **2015-2018 Bartender-Music Hall and B By Elefteriades - water front-Beirut, Jal el Dib rooftop Aishti**

- Prepare alcohol or non-alcohol beverages for bar and restaurant patrons.
- Interact with customers, take orders and serve snacks and drinks.
- Assess customers' needs and preferences and make recommendations.
- Mix ingredients to prepare cocktails.
- Restock and replenish bar inventory and supplies.
- Opening and closing procedures.

### **Certifications:**

#### **1. How to trade in paper assets at Forex Space Center - Furn Al Chebak**

- Following up with the markets and eager to learn new techniques and strategies in this industry.
- Learn to read charts and use indicators.
- Determining market sentiment via research, valuation and data analysis.
- Learn how to use indicators on MT4/MT5 platforms.

#### **2. MoneySmart at NDU - Zouk Mosbeh**

- Adopt a wealth creation mindset.
- Identify their resources and understand how to manage them.
- Understand how to leverage financial and non-financial resources to create wealth.

#### **3. Customer Service: Call Control Strategies [in](#)**

- Learn how to use a limited response.
- Learn how to take control with close-ended questions.
- Practice proactive call management so customers feel heard.
- Assert your way out of a bad conversation.

#### **4. Overcoming rejection [in](#)**

- Learn how to get more comfortable with failure and reduce your emotional attachment to disappointment.
- Reframe rejection as an opportunity for self-improvement, employing surefire methods that help you balance out negative self-talk.
- Master the power of perspective, not only to ease the blow of rejection, but to guide you down the path that helps you accomplish your dreams.

**Languages:**

LANGUAGES:	SPOKEN	READ	WRITTEN	LEVEL
Arabic	Fluent	Fluent	Fluent	Mother tongue
French	Fluent	Fluent	Fluent	Spoken native language
English	Fluent	Fluent	Fluent	Spoken native language

**Computer Skills:**

Microsoft Word, Microsoft Excel, PowerPoint, CRM, HTML, JavaScript, Photoshop, Java, MySQL, C++, Packet tracer, PHP, Eclipse, Visual Studio, Omega System, POS, Bubble.

**Hobbies:**

Swimming, basketball, writing, drawing.

**Projects:**

Course Registration System for the Lebanese University.

**References:**

Available upon request