

# Antonio Aoun

## Banking & Finance

**LinkedIn Profile:** [www.linkedin.com/in/antonio-aoun](https://www.linkedin.com/in/antonio-aoun)

**E-mail:** antonio.aoun@lau.edu | **Phone:** +961 76/013590 | **Address:** Ain Saade-Mount Lebanon, Lebanon

### About

Enthusiastic Banking and Finance graduate offering a diverse experience mainly in customer service. Skilled in high levels of accuracy, efficiency, team work and effective communication. Eager to fulfill the ultimate goal of growing individually and professionally by expanding the knowledge and expertise in a diverse and motivating environment.

### Education

**Bachelors Degree in Banking and Finance** | *Lebanese American University, Beirut - Lebanon*

**2022**

### Skills

- Team Work
- Flexibility
- Financial Analysis
- Microsoft Office
- Communication
- Problem Solving
- Accuracy
- Digital Marketing

### Work Experience

**Customer Service** | *Electro Joule, Jdeideh - Lebanon*

**August 2018 - August 2021**

- Screening and responding to inbound calls, in addition to maintaining a proper track record of them
- Coordinating front desk activities plus maintaining and updating account information regularly
- Handling customers' complaints and resolving any conflicts professionally
- Generating reports and presenting them to the management
- Achieving high levels of customer satisfaction and building long-term customer relations

**Waiter** | *Roadster Diner, Broummana - Lebanon*

**June 2020 - July 2020**

- Greeting customers and leading them to their tables
- Taking orders accurately and delivering meals in a timely manner
- Maintaining clean environment around the bar and ensuring the compliance with health and safety standards
- Ensuring the satisfaction of customers by responding to any requests while maintaining a friendly attitude

**Financial Aid office** | *Lebanese American University, Beirut - Lebanon*

**October 2019**

- Preparing and modifying documents, including correspondence, reports, drafts, memos, and emails
- Scheduling and coordinating meetings and appointments
- Arranging files and documents in order plus printing A4 papers

### Languages

- Native Arabic
- Advanced English
- Advanced French
- Basic German

### Certificates

**Fundamentals of Digital Marketing** | *Maharat from Google*

**October 2020**

**Certification in CPR and First Aid** | *Lebanese Red Cross*

**2019**

### Voluntary Work

**Recycle Lebanon** | *Member*

**January 2022**