



ELISE DERIANE

CUSTOMER RELATIONSHIP OFFICER

ACHKOUT - LEBANON

Born on 20 July 1989

PROFILE

A customer relationship officer with 10 years of experience in Banking Sector.

A highly motivated, dedicated and ethical individual seeking a challenging career within a well-established organization that will enhance my skills and expertise.

Possesses strong rapport with personnel, based on mutual respect, knowledge, professionalism and integrity.

CONTACT

PHONE:

+961 70 908 157

EMAIL:

Elisederiane@hotmail.com

LANGUAGES

Arabic ■■■■■■

English ■■■■□

French ■■■■□

SKILLS

Microsoft Office (Word/Excel/PowerPoint)
Globus - T24/R17

HOBBIES

Swimming
Jogging
Reading

EDUCATION

Holy Spirit University - Kaslik

Sep 2008 – Jul 2011

Bachelor of Business Administration.

Major: Finance

WORK EXPERIENCE

Byblos Bank – Customer Relationship Officer

Nov 2016 – Present

- Assist the Assistant Branch Manager with efficient operations of the branch including reporting and audit items.
- Work with the team to assist customers with issues and complaints.
- Take process and close consumer loan applications through credit administration.
- Ensure proper issuance and renewal of LCs/LGs.
- Renew deposits and loans and update their related account credit interest as per management request.
- Develops and deepens customer relationships by providing outstanding customer service following a focused cross-selling strategy.
- Support the Branch Manager in development of consumer and small business loans.
- Participate in selling and cross-selling Bank products.
- Perform other duties as assigned.

Pharaon and Chiha Bank – Customer Service Representative

Aug 2011 – Oct 2016

- Attend to companies and clients' requests to deposit and withdraw amount of cash and check collection.
- Assist clients with their daily different transactions type: Issuance of Banker checks, execute outgoing transfers, opening of new accounts. Collecting bills, issuance of different loans contracts.
- Work with customers to identify solutions to meet their financial goals.
- Assumes selective administrative assignments.
- Participates and directs project-oriented tasks when directed by unit manager.
- Build book of business: Proactively seek ways to develop and expand customer relationships in order to contribute towards the branch success.
- Attended seminars in order to ensure a proper implementation of the merger with Byblos Bank.
- Perform other duties as assigned.