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Personal Information

- Date of Birth: 22 Nov 1994
- Place of Birth: Kanu, Nigeria
- Nationality: Lebanese
- Languages: Arabic (Native), English (Very Fluent), French (Fair)

Education

- **Lebanese American University**, Beirut, Lebanon
Class of 2017 - Master of Business Administration MBA
- **Lebanese International University**, Beirut, Lebanon
Class of 2015 - Bachelor of Business Administration

Professional Experience

- **Arab Bank PLC**, Riad El Solh Street, Beirut, Lebanon

Personal Banker

Sep 2018 - Present

- Initiate contact with new and existing customers to offer value-added products and services. Exceeded Q2 target by 60%
- Perform account maintenance activities, including changes of address, account ownership, account type and others
- Assist the Branch Manager with efficient operations of the branch including reporting and audit items
- Develop and deepen customer relationships by providing outstanding customer service following a focused cross-selling strategy

Customer Information Officer

Jul - Sep 2018

- Handled Custody related to the branch which included Safe deposit boxes, credit cards and online banking
- Promoted new bank products and identified customers' needs to select suitable products
- Assisted Clients in depositing cash, withdrawing, and handling outward transfers
- Handled the KYC information for new and existing clients, reviewed and verified the received documentations
- Monitored clients' transactions executed online for unusual transactions

Teller

Nov 2017 - Jul 2018

- Managed deposits, withdrawals, transfers and check cashing; verified customer identification, signature and balance information
- Made sales referrals; suggested alternate channels and cross-sell products and services
- Complied with regulatory requirements
- Went the "extra mile" to build trust relationships, customer loyalty and satisfaction

- **Lebanese American University, Beirut, Lebanon**

Graduate Assistant

Jan 2016 - July 2017

- Proctoring: Work with faculty to have the info/materials to proctor Business courses examinations in a timely and efficient manner
- Tutoring: Management-related courses
- Administrative assistant: Support in coordinating program course offerings for Executive MBA program
- Process Graduate Assistant applications to ensure all documents are complete and recorded before final review by the committee

Administrative Part-Timer at the Development Office Apr 2016 - Nov 2017

- Data Entry and report generation: Maintaining Data of Alumni Donors and files using the Raiser's Edge database system
- Face-to-face solicitor: worked with six other solicitors to raise funds from around 1000 senior students in support of the Plant Your Class Tree Campaign 2016, a senior class fundraising program that raises fund to provide need-based students with financial aid
- Achieved 40% participation rate
- Coordinator of the Phonathon Program, an annual campaign to solicit support for the annual fund

Certifications

- Banking Ethics - École Supérieure des Affaires, Lebanon, Mar 2018
- Communication Skills and Body Language, The Council Leadership Academy, Lebanon, Oct 2018
- Marketing & Advertising Certificate, Mira Training Center, Lebanon, 2013

Training

- Legal aspects of banking operations - Association of Banks in Lebanon, 2018
- Fighting Money Laundry - Association of Banks in Lebanon, 2018
- Customer on-boarding and profiling - Arab Bank PLC
- Sales techniques - Arab Bank PLC
- Social Startup Workshop - Lebanese American University

Competencies Skills

- Customer relationship management
- Sales and marketing
- Strong interpersonal communication skills
- Time management

References

Available upon request