



JAMIL ALOUF

Digital Payments & E-Commerce Expert

🏠 Beirut, Lebanon
(Open for Relocation)
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EXPERTISE

- Account Management
- Business Development
- Consulting

LANGUAGES

- Arabic: Fluent - Native Speaker
- English: Fluent
- French: Very Good
- Russian: Conversational

SKILLS & COMPETENCIES

- Analytical Thinking
- Problem Solving
- Business Acumen
- Customer Focused
- Results Oriented
- Relationship Management
- Team Player
- Self-Starter / Self-Motivated
- Strong Communicator
- Negotiation

CERTIFICATIONS

- Microsoft Excel Advanced Level
by Formatech Integrated
Learning Centers

- Personal Efficiency by
Crossknowledge

- Effective Communication by
Crossknowledge

SUMMARY

I believe in motivating oneself, in relentlessly searching for growth opportunities and proactively taking action to drive value for the client and develop the business.

WORK EXPERIENCE

Bank of Beirut, Transaction Banking Department – Beirut, Lebanon.

Senior Merchant Acquiring Business Consultant | June 2021 – Present.

Merchant Acquiring Business Consultant | March 2018 – June 2021.

- Deputize the Head of Merchant Acquiring Business, delegate and efficiently distribute workload among team members, creating a collaborative work environment while building the team spirit and enriching the mutual co-working experience.
- Consult, provide recommendations based on clients' needs and proactively manage merchants accounts (60% corporates, 40 SME's), delivering added value over competition while inspiring clients' confidence and building trust through their digital transformation.
- Increase client base and referrals via new client acquisition through promoting and selling e-payments receivables solutions to corporates and SME's.
- Boost cross-selling opportunities and drive business development through aligning sales targets to corporate strategies.
- Collaborate internally with a win-win mindset, contributing to the overall success of the business department.

Service Implementation Officer | September 2017 – March 2018.

- Trained corporate clients on usage of transaction banking services, leading to an increase in customer profitability.
- Analysed and Improved clients' operations resulting in a faster and more effective workflow, driving clients' value.
- Contributed to identifying operational opportunities based on clients' needs, increasing service quality and efficiency.
- Managed and fulfilled clients' requests within the set deadlines.

Le Royal Hotel ***** Hotel – Beirut, Lebanon.

Front Desk Agent | September 2016 – September 2017.

- Built a continuous positive impression through providing high level service, enhancing the customer experience.
- Timely delivered clients' expectations through liaising tasks with concerned departments, ensuring service consistency.
- Multi-tasked and balanced thought with action, driving efficiency of operations in a fast paced environment.
- Swiftly resolved clients' complaints, sustaining a good relationship.

EDUCATION

Bachelor of Business Administration

at Holy Spirit University of Kaslik – Jounieh, Lebanon. | October 2012 – July 2017.

Bachelor of Business in International Hotel & Tourism Management

at Le Cordon Bleu Paris (Beirut Campus) – Jounieh, Lebanon. | October 2012 – July 2017.