

Omorphia Smath

Personal Banker

A highly-organized and problem-solving candidate with more than 4 years of hands-on experience in the Banking sector. The experience includes handling customer financial transactions, optimizing their bank accounts, and achieving customer satisfaction and retention. A demonstrated track of record of effective communication and time management skills with proven negotiation have assisted me in being a team player, and in working closely with Senior Management to accomplish the Bank's objectives.

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📍 Beirut, Lebanon

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WORK EXPERIENCE

Personal Banker Fransabank SAL

01/2021 - Present

Lebanon

Achievements/Tasks

- Providing advisory services for existing and prospective clients regarding available financial products & services.
- Pursuing leads and potential customers to expand services and products offered.
- Forging and maintaining long-term relationships with clients to better address the specific financial needs of each individual account.
- Processing orders, forms, applications, and requests related to BDL ongoing circulars.
- Maintaining a positive, and a professional attitude toward customers; while acknowledging and resolving customer complaints & inquiries in a pro-active manner.

Assistant Operational Controller Fransabank SAL

06/2017 - 12/2020

Lebanon

Achievements/Tasks

- Handled the day-to-day financial transactions for customers, consolidating, reconciling, and balancing daily transactions.
- Responsible for vault and the auditing, reporting, and balancing of cash draw including overdrafts and loans.
- Gathered and monitored various reports for regulatory compliance goals.

Accountant & Assistant Ozone Pain Clinic

06/2013 - 10/2018

Lebanon

Achievements/Tasks

- Managed the cash flow of the company, including tracking and filing of invoices.
- Consolidated and validated data for monthly/quarterly results to improve accuracy.
- Provided alignment on key functions to ensure that each doctor assist their respective client groups with the maximum effectiveness.
- Assisted the core team with administrative tasks, when needed.



EDUCATION

Master of Business Administration (MBA) University of La Sagesse

09/2017 - 06/2020

Thesis (A+)

- Strategic Risk Management
- Investment Strategy
- Advanced Financial Management

BS in Banking & Finance University of La Sagesse

09/2013 - 06/2017



SKILLS

Microsoft Office

SPSS

CAPSIM Simulation

Critical Thinking

Adaptability

Goal-Oriented



COMMUNITY SERVICE

SOS Children's Villages Lebanon

- Organized fund-raising initiatives to provide kids with clothing and food.

Elderly Homes

- Supported elderly people by catering to their needs, entertaining them, and providing them with foods and clothes.



TRAININGS

Central Bank of Lebanon (07/2016 - 08/2016)

Attended several conferences concerning the fundamental functions, monetary roles of the Central Bank's departments, and their relative impact on the economy.

Fransabank SAL (08/2015 - 10/2015)

Was exposed to the Bank's Operational and Commercial sections including Forex transactions, issuing Letter of Guarantees, and consumer and housing loans.



LANGUAGES

Arabic

Native or Bilingual Proficiency

French

Native or Bilingual Proficiency

English

Full Professional Proficiency



INTERESTS

Dancing

Music

Art

Camping