

NORA ADLOUNI

Finance and Accounting

Nationality: American and Lebanese

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Summary

A highly driven and meticulous Cards Specialist, with over 4 years of experience in the banking sector, holding a bachelor's degree in Business and Finance, with distinction. Possess strong interpersonal, problem-solving, analytical thinking and organization skills. Currently seeking a new and challenging position, where I can apply extensive knowledge and expertise in managing customers' financial transactions through a firm grasp of accounting and financial practices and regulations.

Education

Bachelor's of Science in Business and Finance – 2013 to 2018

American University of Science and Technology (AUST) – Achrafieh, Lebanon

- GPA: 3.64 – Distinction

Experience

Cards Specialist – 11/2018 to Present

BankMed – Beirut, Lebanon

- Managing the bank's card program such as the issuance, renewal, and modification; cancellation, records retention, and distribution lists; compliance issues and customer service (credit limit increases, policy interpretation, exception transaction processing, etc.).
- Rendering support to cardholders, data and technology department, human resources, and credit card administrators, and other groups to assist them with questions and concerns relating to the bank and purchasing card transactions and policies.
- Collaborating with relevant teams in performing account reconciliation administration (monthly reconciliation, addition of new users, etc.)
- Executing all daily production requests received from branches and the call center related to credit cards in a timely manner.
- Handling all financial transactions related to credit and prepaid cards.
- Handling non-production requests such as increasing /decreasing credit limits and updating customer information on the credit card system.

Accountant – 09/2017 to 10/2018

Zulfa Patisserie – Aramoun, Lebanon

- Prepared source data for computer entry by compiling and sorting information.
- Maintained data entry requirements by following data program techniques and procedures.
- Processed and filed invoices and updated records in inventory.
- Followed up on stock, warehouses and inventory.
- Calculated and prepared payroll check.
- Compiled, analyzed, and reported financial data.
- Created periodic reports, such as balance sheets, profit & loss statements, etc.
- Maintained accurate financial records.
- Performed audits, resolved discrepancies, and computed taxes.
- Kept informed about current legislation relating to finance and accounting.
- Assisted management in the decision-making process by preparing budgets and financial forecasts.

Customer Service Representative Intern – 07/2017 to 08/2017

BankMed – Beirut, Lebanon

- Explained and promoted bank products (e.g.: Youth Program at Bankmed) to customers in and outside the branch.

- Maintained a positive and professional attitude toward customers at all times, and responded promptly to all customer inquiries.
- Performed services for customers such as ordering bank cards and calling to remind of due payments.
- Kept records of customer interactions, transactions, comments, and complaints.

Teller Intern – 05/2017 to 06/2017

Jammal Trust Bank – Beirut, Lebanon

- Assisted in all administrative tasks inside the branch.
- Responded to client inquiries and pursued overdue payments.
- Supported teller in the issuance of checks and money orders.
- Drafted notes and operational reports.
- Understood and followed banking laws and bank procedures.

English Teacher – 08/2016 to 09/2016

Lebanese American School – Aramoun, Lebanon

- Established rules and guidelines as part of classroom management.
- Presented interactive presentations and lectures with a variety of learning materials and resources, and gave out classwork and homework.
- Composed daily lesson plans and checklists in order to successfully incorporate the full duration of each lesson.
- Engaged students to ensure a lively classroom atmosphere.

English Teacher – 12/2015 to 06/2016

Focus and Develop Tutoring Center – Aramoun, Lebanon

- Catered to special needs students and Syrian refugees.
- Engaged in creative lesson planning with the coordinator.
- Prepared accurate and complete reports on students and activities, whilst giving extra homework and projects.

Extracurricular Activities

Member of International Honor Society in Business, Management and Administration – 2018

Sigma Beta Delta By Dr. Samir R. Moussalli, President, AUST – Beirut, Lebanon

Community Service Volunteer – 2012 to 2013

200+ hours of tutoring Syrian refugees – Bchamoun, Lebanon

Achievements

Laces Magnet Program Invitation Letter – 2004

Los Angeles Center for Enriched Studies – Los Angeles, United States of America (USA)

Skills & Expertise

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| • Communication | • Presentation and Reporting |
| • Leadership | • Research and Data Analysis |
| • Teamwork | • Accounting Principles |
| • Analytical Thinking and Problem-Solving | • Financial Transactions |
| • Negotiation | • Credit Card System, CTL Prime |
| • Planning and Organization | • Microsoft Office (Word, PowerPoint, Excel and Outlook) |
| • Customer Service | |

Languages

English: Native

Arabic: Fluent

French: Limited working proficiency