

Amani El Ahmadiéh

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PROFILE

Accomplished Bank Teller with ability to manage all types of banking transactions and processes. Adept at maintaining accounts, processing daily client transactions, balancing cash drawers, promoting bank offerings, cross selling bank products, and providing excellent customer service. Seeking to utilize extensive knowledge of banking services and solid problem-solving, organization, and communication skills, acquired throughout 8+ years of experience, to contribute innovatively and successfully and to help your Institution achieve its goals.

EXPERIENCE

11/2012 – Present	Universal Teller – Bank of Beirut Commercial Bank	Aley, Lebanon
	<ul style="list-style-type: none">• Process a variety of customer transactions accurately and efficiently such as cashing checks, processing deposits and withdrawals, loan payments, cash advances, transfers, issuing monetary instruments, and western union.• Open and perform account maintenance on all customer accounts, including business accounts, consumer accounts, and minor accounts.• Maintain records of each transaction and ensure all documentations and paperwork are in compliance with banking policies and audit procedures.• Balance drawer activities and totals on a daily basis.• Support the branch Assistant Manager in overseeing the daily operations to ensure an efficient and productive business flow.• Oversee ATM balances, refill cash as needed, and ensure the system is in good working order.• Exceeded performance target by successfully executing 40% of the bank daily operations singlehandedly.• Executed over 145 daily transactions worth US\$150,000 on average while adhering to bank regulations, operational procedures, and AML duties.• Achieved personal sales and referral goals by identifying, marketing, and cross-selling banking products and services that are beneficial to customer needs.• Enhanced customers satisfaction and retention rate by developing good professional relationships with them, and by providing accurate information to address the concerns related to their accounts and bank products.• Handled all the trade finance services and transactions (LC, LG, DC) of the companies.• Trained more than seven summer interns over the years.	
10/2011 – 11/2012	Sales Associate – Bold Ideas Group Marketing and Advertising Company	Beirut, Lebanon
	<ul style="list-style-type: none">• Identified potential customers and advised them by providing information on products and services.• Exceeded sales targets by managing the tasks and activities of a team of four people.	
07/2008 – 08/2008	Trainee – BLOM Bank SAL Commercial Bank	Beirut, Lebanon
	<ul style="list-style-type: none">• Learned about the bank daily transactions (operational systems and customer service).• Supported the customer service department by making sure that the clients are receiving their cards and signing their confirmation of balances on time.• Assisted in organizing the daily journals according to standards to avoid any problems during internal auditing.	

EDUCATION

09/2007 - 02/2011	Saint Joseph University (USJ) Bachelor of Business Administration and Management	Beirut, Lebanon
09/2004 - 06/2007	Hammana Official High School Lebanese Baccalaureate: Official in 2007	Hammana, Lebanon

CERTIFICATIONS/AWARDS

- Voted "Teller of the Year" in 2015, 2016, and 2017 for exceptional performance and customer service
- Time Management Training Certificate of Completion, Iquad Learning Solutions, 2017
- Lebanese Financial Regulations Examination Certificate of Completion, Ecole Supérieure des Affaires (ESA)/Banque du Liban, 09/2016
- Magne Tellers Training Certificate of Completion, Starmanship and Associates, 05/2016
- Communication Skills Training Certificate of Completion, Bank of Beirut, 2015
- Stretch Dimension Selling Workshop Certificate of Completion, Trace, 2014
- Secrets to Wowing Customers and Service Excellence Workshop Certificate of Completion, Trace, 2013

SKILLS

Hard Skills: Balancing Ledgers, Deposits and Withdrawals, Cash Handling, Account Maintenance, Foreign Currency Exchange, Customer Service, Financial Transaction, Client Relationship Management, Company Policies, Internal Controls, MS Word, Excel, and PowerPoint, MS Outlook, Branch Power

Soft Skills: Analytical, Communication, Time Management, Problem Solving, Teamwork, Organization

Languages: Arabic (Native), English (Fluent) and French (Fluent)