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# EL KHOURY Christel

## **Personal information**

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**Place of birth:** Kaitouly, Jezzine

**Date of birth:** 24 July 1992

**Marital status:** Single

**Gender:** Female

## **Education**

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| ➤ September 2019 | Certificate of Achievement the Excel Advanced     |                |
| ➤ May 2019       | Certificate of Achievement the Excel Intermediate |                |
| ➤ 2013-2015      | Université des Pères Antonins (UPA),              | Baabda         |
|                  | Master in Business                                |                |
| ➤ 2009 – 2013    | Université des Pères Antonins (UPA),              | Baabda         |
|                  | License in Business                               |                |
| ➤ 2005-2009      | Sœur de la charité –Besancon                      | Baabda-Hazmieh |
|                  | Lebanese baccalaureate in –SE.                    |                |

## **Experiences**

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01 July 2021 - Present:

Saradar Bank- Head Office

❖ Senior Officer- Clients Services- Factoring Department

- Providing outstanding customer service via telephone, email and written correspondence.
- Preparing the weekly, monthly and quaterly BDL reports.
- Preparing the monthly CDR report and the insurance repots.
- Preparing the montly reconciliation between factoring system and the core banking system.
- Building and maintenance effective relationships with clients.
- Follow up the collection of the clients.
- Effectively communication with clients if missing documentations.
- Reconciliation for the balances of the clients.
- Preparing the balances of the client's as per Client's Audit Request.

01 June 2015 - 01 July 2021:

Saradar Bank- Head Office

❖ Officer- Clients Services- Factoring Department

- Receivables data entry.
- Filing the courirer of the clients.
- Organizing the incoming and outgoing courier service.
- Follow up missing originals.
- Control on a daily basis the cash and cheques between factoring system and the core banking system.
- Reconciliation for the Cheques and Bills.
- Communicate with the clients to respond their requests.
- Sending Factoring reports to clients.

01 July 2012 - 31 August 2012:

IBL Bank-Accounting Department

❖ Internship at IBL Bank:

- Reconciliation services
- External Branches services
- Interest Analyst services
- BDL Reports services
- Control services

Intensive courses for students in all classes.

## **Soft skills**

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- Excellent organizational skills (ability to prioritize, plan tasks and respect deadlines).
- Good interpersonal skills.
- Teamwork skills/team spirit.
- Ability to work under pressure and respond to tight deadlines.
- High level of autonomy.
- Self-discipline.
- Proactiveness.

## **Computer skills**

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- Windows XP/ 7
- Microsoft Word, Excel
- Adobe Photoshop CS3
- Microsoft PowerPoint
- ICB's System
- Citrix Program
- Themenos T24

## **Languages**

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- Arabic, French and English.

## **Hobbies**

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- Basket-ball, Volley-ball and swimming
- Photography
- Internet browsing
- Reading online documents and e-books

## **References**

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Available upon request