

# Maryam Hussein Fouani

Single, born in Beirut on January 1<sup>st</sup>, 1993, Lebanon  
Beirut, Lebanon

Mobile: 70041997, e-mail: [maryam\\_fouani@hotmail.com](mailto:maryam_fouani@hotmail.com)

## **EDUCATION BACKGROUND**

- **Master of Business Management, Lebanese International University (LIU), Beirut-Lebanon**  
Faculty of Business  
2017 – 2020
- **BA in Banking & Finance, Lebanese International University (LIU), Beirut-Lebanon.**  
Faculty of Business  
**Major:** Banking and Finance  
**2011 – 2016**
- **Lebanese Baccalaureate, Educational Arab Institute, Beirut-Lebanon.**  
**Section:** Sociology and Economy  
**2010-2011**

## **PROFESSIONAL EXPERIENCE**

**September 2016– Till now**

**FNB Finance SAL subsidiary First National Bank**

**Customer Service Representative – Mazraa Branch**

**E-Connect Branch – Hamra, Makdessi Street**

**Retail Branch Representative at First National Bank – Jal dib and Verdun Branches**

- Prepare product and services files
- Excelled in exceeding daily credit card application goals
- Promptly respond to general inquiries from members staff and clients via telephone, mail, emails and fax also handling online chat by using ticket request tracking system such as (ZenDesk)
- Provide superior customer service in a friendly and knowledgeable manner
- Cross-selling of bank services and products
- Prepare daily reports, perform basic data entry and maintain files by monitor schedules or changes in the file
- Reviews and records mail or other documents and tracks follow up actions
- Resolve product, service and insurance problems by clarifying the customers complaint, determine the cause of the problem and explaining the best solution

- Detection of tele com Fraud, CDR Analysis, device and implement new logic and methods
- Observing customers transactions to identify fraudulent activity

#### **September 2014– June 2016**

**BLOM Bank SAL – Beirut, Lebanon.**

#### **Retail Banking - Follow up department**

##### **Responsibilities:**

- Arope Insurance Files and Banking Insurance claims;
- Alwasl International Group Advocates and legal consultants (AWIG) files;
- Transfer payments from lawyer account to client account;
- Preparing and editing data before send them to the lawyer;
- Applying new ideas in collecting the unpaid to meet the target;
- Answering branches queries and help them to settle the client payment;
- Handling customer queries face to face, over the phone or via correspondence;
- Preparing and Analyzing reports;
- Study car loan application;
- Reschedule payment

#### **CERTIFICATES**

- Certificate in Lebanese Financial Regulations – BDL , October 2018
- Certificate Compliance & AML in FNB Finance, November 2017

#### **Winter 2010 – 2014**

**Tutoring – Beirut, Lebanon.**

- Private teacher for grade one to grade nine students.

#### **Summer 2011**

**Sales & cashier at library Hassoun – Beirut, Lebanon**

#### **SKILLS**

##### **Languages**

- **Arabic:** Excellent command of speaking, reading and writing;
- **English:**Excellent command of speaking, reading and writing;
- **French:**Working Knowledge

##### **Computer Skills**

- Very good command of Microsoft Office Package, including Word, Excel, and PowerPoint;
- IBM-AS400 Finance and Banking Software;
- Internet Search Engines.

## **PERSONAL DATA**

### **General**

- Time management;
- Organized, efficient and detail oriented;
- Customer communication expert
- Ability to work under time constraints and pressure;
- Verbal communications skills;
- Highly trustworthy and ambitious;
- Enjoy teamwork and have personal initiative skills.

### **Hobbies**

- Enjoy photographing, reading, sports, music and movies.

## **References**

Available upon request