

Wissam A. Akiki

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BANKER

Client Services | Customer Relationship Management | Account Management

Reliable, energetic and resourceful customer service professional with over eleven years of experience resolving customer complaints, promoting conflict resolution and a track record of client satisfaction. Ability to cultivate key client relationships for multiple campaigns in diverse industries. Expertise in client services, account management, relationship-building and communication.

WORK EXPERIENCE

Credit Libanais – Jounieh Branch

08/2011 - PRESENT

Teller / Customer Service

Responsible for cash management, client accounts and transactions while ensuring quality service.

- Promptly respond to customer enquiries in person or via phone.
- Quickly and efficiently open customer accounts by accurately recording account data, completing loan applications and signing up for new services.
- Maintain financial accounts by processing customer adjustments timely and professionally.
- Promoted products or services to each customer to consistently achieve sales targets.
- Ensuring AML Compliance policies and KYC are met by communicating and reporting to senior management.

Chedid Capital S.A.L - Baabda

06/2010 - 08/2011

Accountant

Responsible for handling account payables and receivables in the course of one year and three months.

- Completed daily accounting tasks including tracking funds and reconciling accounts.
- Maintained and processed invoices, deposits and money logs.
- Reconciled account information and reported figures in general ledger by comparing to bank account statement each month.
- Summarized receivables by maintaining invoice accounts, preparing reports and verifying totals.

Quantech – Riad El Soleh

01/2010 - 06/2010

Accountant

Provided professional accounting services pro forma and bank reconciliation.

- Prepared journal entries.

- Processed accounts payable transaction and ensured that all vendors bills were paid accurately and in accordance with policies and procedures.
- Maintained and updated cash flow for all bank accounts.
- Maintained strict client confidentiality.

Hawa Chicken – *Zouk, Jeita, Antelias*

01/2004 - 12/2009

Sales

Provided a friendly atmosphere and helped client get what they wanted.

- Processed orders, determined charges, and oversaw billing and payments.
- Greeted and welcomed clients with a warm, friendly and positive attitude.
- Handled cash and billing accurately with zero imbalance (cashier)

EDUCATION

AUL College - *Kaslik*

Master of Business Administration - Business Administration and Management (2014-2016)

LCU College - *Aintoura*

Bachelor of Business Administration – Accounting and Finance (2010)

ESA Business School – *Hamra*

Banking Ethics (2019)

Lebanese Financial Regulation (2016)

Credit Libanais Certificates

Information Security / Anti-Money Laundering / GDPR For Managers / Understanding Cooperation & Competitiveness eLearning Curriculum / Bank Teller Internal Certification Program

Online Courses – *Coursera*

- Trading Basics – Indian School of Business
- Financial Markets – Yale University
- Python for everyone – University of Michigan
- Understanding Financial Markets – University of Geneva
- Google Data Analytics Professional Certificate – Google (in progress)

PROFESSIONAL SKILLS

- Mastery of Microsoft Office (Word, Excel, PowerPoint) and Google Suite (Docs, Sheets, Slides).
- Comfortable working in both Microsoft Windows 10 and Mac OS X.
- Excellent communication skills with a focus on team-building and customer relations.
- Outstanding organizational, multitasking, and problem-solving abilities.

LANGUAGE COMPETENCIES

- Arabic: native language
- English: fluent (speaking, reading, writing)
- French: intermediate (speaking, reading); basic (writing)