

Tania Antoine Moukarzel

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Education :

ESA (Ecole Superieure des Affaires) – 2014 Lebanese financial regulations

University Saint Joseph – 2006-2010 Economics, Bachelor degree

NDJ (Notre Dame Jamhour) – 2006 Socio-Eco, French and Arabic diploma

Work Experience:

Bank Audi SAL

- Relationship Manager – Feb 2019-to date

Managing a portfolio of 200 VIP clients

Communicating with existing clients to search for their needs

Searching in the area for new potential clients

Planning the week ahead to meet the target at time

Creating a professional bond with clients and making sure the service provided is satisfactory

- Senior Personal Banker – Jul 2017-Feb 2019

Holding signature B, to represent the bank on checks, certificates, statements, contracts and files

Checking opened accounts files executed by personal bankers

Distributing tasks and following-up with the team to meet targets set by head office

Communicating data with head office when required

Welcoming walk-in clients and meeting their needs

- Customer Service Officer – Apr 2012-Jul 2017

Welcoming walk-in clients and execute requested operations

Cross-selling products depending on clients profile

Follow-up on unpaid loans and credit cards

Executing tasks required by senior officer to meet with annual target

Organizing on a monthly basis cards stocks

Phillip Morris International

- Promotions executive – Jul 2010-Jan 2011

Being in charge of a group of 12 hostesses

Communicating with venues to go promote Marlboro products

Managing stocks: Costumes, Bags, Lighters, Ashtrays, Products ...

Reporting to manager: sending PowerPoints resuming all events executed

Organizing the Marlboro stands on events such as Paul Van Dyk concert

Trainings

Bank Audi SAL

Operations, Retail banking, Account management, Compliance, Banc-assurance, Communications

Phillip Morris International

Communication

Membership and Activities

Scout Du Liban – Cheftaine – 1999-2008

Being in charge of a group of 30 little girls between 9-11 years

Organizing activities for entertainment, character development, leadership development, citizenship training, and personal fitness

Planning camps and exploring new regions all around the country

Committee of Social Activities at school – Team Leader – 2004-2007

Holding events for elderly, children with special needs, and delinquents

Organizing and planning weekly meetings with targeted social classes

Taking sessions and trainings to learn how to manage social events and entertainment (YMCA)

Being part of projects such as renovating public schools, organizing school fair and bazaar, organizing Christmas festivities for children in need.

Skills

Communication - Customer Service

Leadership - Teamwork

Creativity - Diplomacy

Management - Organizational skills

Selling - Public speaking