

Diana Nahas

Saleem Sleim, Near Tapis Kabalan,
Beirut, Lebanon.

D.O.B: January 21st, 1993
diananahas93@gmail.com
+961 76 92 72 92

PERSONAL INFORMATION

I am a highly organized, dedicated and enthusiastic Retail Officer - CSO, with a high ability to provide excellent service and develop ongoing relationships with clients. I am looking forward to starting a new career where I can enhance my skills in different fields.

WORK EXPERIENCE

❖ ***Private Tutor:***

I have tutored students from ages 11 till 16 years old, to encourage them to study and try to raise their school marks and understand the materials they study.

❖ ***ITCO Company - VERDUN:*** ***Job Title: Executive Assistant.*** ***(August 28th, 2013 till September 30th, 2013)***

● **Duties:**

- Responsible for office support.
- Look after Managers correspondences in English and in Arabic.
- Scheduling appointments.
- Researching information requested from staff in the company.
- Preparing and submitting the employees monthly attendance report to the accounting department.
- Preparing monthly Payroll.

❖ **Arab Shipping Company - STARCO:**
Job Title: Data Entry and Documentation.
(January 19th, 2015 till May,2015)

- **Duties:**

- Receiving Delivery orders.
- Preparing the related documents for each customer's Bill of Lading.
- Preparing Invoices and receipts.
- Data Entry for each Manifest received.
- Tracking Shipments on the system.

❖ **Lebanese Swiss Bank SAL:**
Job Title: Retail Officer and C.S.O
(4th of May,2015 till Present)

- **Duties:**

- Greeting customers and ensuring what each client wants or needs.
- Maintaining knowledge of banking policies and procedures along with BDL laws and regulations.
- Operational work with clients such as funds transfers,changing term accounts deals and miscellaneous account transactions.
- Advising upon clients inquiries on their accounts, ATM, credit and debit cards.
- Issuing Debit and Credit Cards.
- Executing direct debit transfers into accounts.
- Executing Swifts abroad and crediting swifts into accounts.
- Contacting departments when necessary for a client specific request.
- Opening of accounts and assisting with the Anti-Money Laundry department (AML). Accounts such as Savings,Current Account,Companies accounts and under establishment companies.
- Cross selling LSB products such as credit and debit cards, insurance savings and education plans.
- Filing of accounts.
- Filling KYC (Know Your Customer).

- Using DNFS to search for clients who are on sanction and foreign lists.
- Assisting clients with loans suitable for their related purposes.
- Submitting loans such as Term Loans, Overdraft, Kafalat, Housing, Educational, SME,...
- Executing loans, preparing loan contracts and bills.
- Executing Corporate bills and mobilization bills.
- Following up with unpaid clients upon loan maturities.
- Issuing Checks - Manager and Draft Checks.
- Issuing Attestations for Embassies and General Security.
- Issuing Standing Orders under clients accounts. (monthly standing instruction, such as interest transfers.)
- Domiciliation of Alfa, MTC, Ogero and direct debit invoices.
- Issuing Internal Proxies and Submitting External ones.
- Monitoring Shared Data files registers of the branch such as plastic cards, proxies, mail delivery, minor accounts, lost passbook, passbooks in custody, mobilization bills, customer account numbers, CTS (related to money deposited in accounts above 10,000 USD or countervalue), AML monthly report, Attestations, standing instructions.

Job Title: Compliance Officer(2017 till present)-along with Retail and CSO post.

- Assisting with AML department upon opening of accounts and preparing AML Monthly report.
- Reporting to AML upon any suspicious account, transaction, cash deposit or withdrawal with clients.
- Doing AML visit reports for clients with big turnovers.
- Maintaining continuous follow up on daily cash transaction reports.

→ ACADEMIC QUALIFICATIONS

University/School	Year	Degree
Hariri High School II	1997 – 2011	Grade 12 – ES -
Lebanese University	2012 - 2014	Banking and Finance
Lebanese University	2014 - 2016	Masters 1 (M1) in banking and finance

→ EXAMS PASSED

Lebanese financial Regulations	Passed in 2017
Bank Credit	Passed in 2018

→ LANGUAGES:

Arabic	Excellent
English	Excellent

References Are Available Upon Request.