

# YOUSSEF BOU ABBOUD

## CONTACT DETAILS

Gender	Male
Date of birth	19 July 1993
Nationality	Venezuelan / Lebanese
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## WORK EXPERIENCE

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### **Move Forward International (MFI, Lebanon)**

Nov 20 – Present

#### ***Account Manager***

- Handling the Company's portfolio and responsible of selling its service to students across Lebanon (CPA and CMA certification program)
- Handling huge database for targeted clientele and developed it over excel to produce reports and analysis for the management
- Identifying an effective sales territory plan
- Negotiating contracts not only with individuals but also with local companies for private in-house trainings in order to maximize the profit of the company.
- Managing the entire sales cycle from finding a potential student to securing a deal
- Successfully achieved the target within a short period of time by signing up more than 70 students to the company's training program.
- Ensuring the timely and successful delivery of our training's programs according to clients' needs and objectives.

### **Byblos Bank S.A.L**

Aug 16 – Jan 20

#### ***Customer Service Officer***

- Processed customer deposits, withdrawals, and payments' transactions
- Trained and guided new joiners about new products and services
- Supported the bank sales team by identifying customer needs
- Dealt tactfully and efficiently with demanding customers
- Received and verifies loan payments, mortgage payments and utility bill payments
- Performed transfers between customers' accounts and transfers between bank customers and other banks
- Controlled and monitored the levels of cash in the teller drawer and following all check cashing and cash handling procedures
- Performed specialized tasks such as preparing cashier's checks, personal money orders and exchanging foreign currency
- Followed bank procedures when performing transactions
- Reported any suspicious customer activity to bank managers

### **Move Forward International (MFI, Lebanon)**

Sept 15 – Aug 16

#### ***Sales and Administrative Supervisor***

- Updated the database for targeted clientele
- Promoted the courses and programs that the company offers
- Assisted in the organization of public training events
- Assisted in the organization of in house workshops and trainings
- Represented the company at university job fairs
- Represented the company with senior management as a sales pitch of corporate clients
- Assisted in representing the company at conferences held such as the ACFE conference where MFI was a sponsor for the event

- Followed up on corporate as well as candidates' collections and assists the accounting department in performing bank reconciliations

### ***Program Specialist***

Dec 14 – Jul 15

- Developed a database for targeted clientele
- Promoted the courses and programs that the company offers
- Assisted in the organization of public training even
- Assisted in the organization of in-house workshops and trainings
- Assisted in the establishment of the company in Jordan

## **INTERNSHIP**

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### **Optimum Invest S.A.L., Lebanon**

Aug 15 – Sept 15

- Completed a four-week internship with rotations between the trading desk, back office and accounting department
- Within the trading desk, worked on the trading platform by assisting traders in placing orders for Optimum's clients as well as had a major role in following up on daily news relating to listed companies and commodities
- Within the back office, got an overview of the reconciliations performed in the back office by tallying the details of the trade ticket to the software implemented by Optimum, ICBS
- Within the accounting department, got an overview of the daily accounting transactions performed on ICBS

## **EDUCATION**

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### **Executive Master's In Financial Management**

*ESA Business School in Collaboration with SDA Bocconi University Italy*

June 2021

### **Bachelor of Banking & Finance**

*La Sagesse University, Lebanon*

Spring'16

## **SOFTWARE**

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Microsoft Office: Word, Excel, PowerPoint,  
ERP System: SAP  
Banking System: Globus (T24)

## **LANGUAGES**

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Arabic (Native), English (Fluent), French (Fluent)

## **HOBBIES**

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Basketball, Football