

## Customer Relationship Officer

Professional Relationship Officer with a friendly personality, able to communicate with customers clearly and in a target oriented manner. Organized and willing to accept responsibility in meeting deadlines promptly.

Able to work within a team and meeting daily, monthly and deadlines throughout the day with the ability to sell the bank products.

## Areas of Expertise

- Customer Service
- After Sales Service
- Employee training
- Cross selling
- Dealing with Pre-signed insurance
- Trading with Retail, SME & corporate clients
- Implementing Anti money Laundering rules
- Applying bank secrecy law
- Preparation of contracts and appropriate requests

## Career Experience

CreditBank SAL, Lebanon

04/2010 – Present

Customer service officer

- Offering excellent customer service.
- Account opening, internal proxy, selling cards, exchange operations, cash deposit and withdrawal, draft check issuance, transfer from account to account, cash balancing control, outward and inward transfers.
- Customer service and orientation
- Dealing with pre-signed insurance (compulsory, Personal Accident, fire insurance, retirement, educational plan, ---)
- Advise the client with the suitable product (personal loan, car loan, housing loan) submitting the request, preparing the contracts, and granting the loan.
- Promoting the new products such the e-banking service, the deposit and withdrawal transaction via the ATM.
- Training for the new employees.
- Practical experience with all the bank products.
- Handling large accounts with a very good follow up.

### After sale customer service agent

- Contributing with the growth of the company during customer follow up.
- Assisting clients with the best after sale services.
- Receiving calls from customers to collect technical and personal information.
- Following up every service resolved.
- Filling installation services
- Dealing with the retailers to inform them about our schedule to collect the defected products.
- Handling the cash register and invoicing
- Filling all the documents to keep a clear record

## Education

**Master of Business Administration Executive MBA**  
Lebanese Canadian University, Lebanon, 2011

**Master in Business Administration (MBA)-Marketing**  
International Foundation of Geneva for Academic and Professional Education-IPAC, 2011

**Bachelor of Marketing, Business Administration**  
Lebanese Canadian University, Lebanon, 2009

## Professional Development

Banking Ethics, Ecole Superieur des Affaires-ESA, 2018  
Business Etiquette & Professionalism Workshop, Formatech, 2017  
Legal Aspects of Banking operations, Lebanese Banks Association, 2016  
Lebanese Financial Regulations, Ecole Superieur des Affaires-ESA, 2012

## Award of Achievement

Marketing Mania Forum- Lebanese Canadian University, Lebanon, 2008  
Marketing Project, Open Door Event- Lebanese Canadian University, Lebanon, 2007

## Languages

English, Fluency  
Arabic, Fluency  
French, Fluency

References available upon request.