

Samer Harrouk

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PROFESSIONAL SUMMARY

Familiar with diverse banking and investment products. Competent in setting up services, transferring funds and helping with complex transactions. Positive and upbeat with strong communication and problem-solving abilities and confidentiality.

EMPLOYMENT HISTORY

Head Teller

Credit Libanais S.A.L.

February 2018 – Present

- Managing the Branch currency Levels.
- ATM replenishment and maintenance.
- Responsible for Vault's cash flow and security.
- Responsible for currency shipments and deliveries.
- Supervising the activities of Tellers and evaluating their job performance.
- Ensuring customer's satisfaction .
- Helping with complex transactions.
- Maintain a highly motivated, well-trained staff and establish effective employee relations.
- Reporting to the Branch Manager.
- Monitor the inventory of supplies such as bankers checks, money orders and travelers checks.

Sales Assistant Manager

Mouawad Books and Stationery S.A.R.L.

Oct. 2013 – Feb. 2018

- Involved in stock control and management
- Identifying opportunities and strategies to increase sales.
- Giving advice on product selection to customers
- Responsible for dealing with customer complaints
- Dealing with customer's refunds
- Responsible for security within the store
- Building and maintaining good working relationships with customers.
- Supervising and guiding the sales team as well as providing incentives to motivate staff to achieve sales targets.

Skills

- **Willingness to learn**
- **Computer Skills**
- **Project management**
- **Communication**
- **Administrative Management**
- **Problem Solving**
- **Customer Service**
- **Confidentiality**

Education

Universite Saint Esprit De Kaslik (USEK), Kaslik.

BBA, Business Management and Entrepreneurship, October 2017.

Languages

- **Arabic** - Native speaker
- **English** - Fluent
- **French** - Fluent

Awards

- 3rd Place in BLOMINVEST Virtual Stock Exchange Competition 2017

Accomplishments

- Seminar on Excellence in Customer Services and Communication Techniques Program by BCTS (Business Consultancy and Training Services).

Personal Interests

- Singing, Choirs
- Music
- 3D Art Creation