

NASSER CHAHAL



Contact

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Languages

Arabic (native)

French (fluent)

English (fluent)

Summary

Results driven Bank Manager with nearly 20 years of experience in the Finance domain with a progressive management career in financial services.

Skilled at developing and executing targeted business initiatives that drive customer growth, achieve performance objectives, and enhance client experience.

Highly effective communicator and team leader with proven ability to build long-term relationships with internal and external clients by establishing a high level of confidence and trust.

Skill Highlights

Complex problem solver	Compiling
Communication	Team building
Counseling	Coaching
Mentoring and Empowering	Advising
Critical/Analytical Thinker	Computing
Details Oriented	Planning
Laying Out Detailed Process For	Negotiation
Achieving Goal	

Experience

Bank Audi sal

Branch Manager

Tripoli Bahsas Blvd Branch, 2016-2017

Tripoli Square 200 Branch, 2010-2016

Team management responsibilities (training, development, coaching and performance management, incentive compensation and disciplinary action etc).

Manage and lead sales staff in providing wealth management advisory to top tier customers and help them build their wealth through the Private Banking programs and investment possibilities.

Ensure the delivery of the Bank's customer value proposition by leveraging on the Bank's products and services and having the teams communicate to the customers well.

Work closely with the Operations Manager to ensure high levels of customer service are delivered.

Maintain operating standards and sales activities with attention to the quality of work, cost efficiencies, compliance with policies, procedures, and regulations.

Societe Generale De Banque au Liban SGBL

Head of Small and Medium Enterprises (SME) Lending Unit, Antelias, Beirut. 2008-2010

Commercial acumen

Commercial loans, overdrafts facilities, industrial machinery financing for factories, bakeries, medical laboratories and clinics...

Agricultural equipments financing, livestock financing

Letters of Credits and guaranties (LC, LG), Leasing and Kafalat Loans.

Micro credits for micro businesses and craftsmen...

Directly managing a team of lenders and credit analysts located between the regional office in Antelias and the Bank Branches from northern Beirut till Akkar, a total of 17 Branches , thus managing a total of 17 Branch managers and 15 credit lenders and risks analysts.

Providing sales leadership and assisting in the development and implementation of business strategies to maintain and expand existing clients' relationships and growth of new relationships.

Taking the responsibilities for the implementation, execution and achievement of branches goals.

Retaining a strong culture of operational integrity while achieving preset goals.

Ensuring compliance and operational risk control in accordance with SGBL and regulatory standards and policies.

Sound knowledge of the commercial Banking market.

SME Lending Officer, SGBL Tripoli Mina Branch 2007-2008

Customer Service Officer, SGBL Tripoli Branch 2001-2007

Accounts opening, personal loans, car loans, Credit cards, housing loans, boats loans, educations loans.

Insurance products sales (car, housing, life insurances)

Branch Deposits growth, loans installments and payments follow up and collection.

Investments strategies and programs.

Counter teller, SGBL Tripoli Branch 1998-2001

Cash handling, counter operations, Transfers, taxes payments...

Education

American University of Beirut, Advanced Management Program (AMP) 2014-2015

Negotiation & Developing and managing people

Change and Innovation management

Financial analysis, Performance measurement & management

Effective communication & Social media

Service marketing, Change management

Risk Management, Business Ethics,

Corporate Governance, Leadership Development

Managerial Decision Making

Lebanese University, Faculty of Law & Political Science

Bachelor of Law 1994-1998

Lycee Franco-Libanais de Tripoli, French Baccalaureate 1998

Certificates

**Chartered Institute for Securities and Investments (CISI)
London, UK**

Certificate in Global Securities, CISI 2017

Assets Class, Primary and Secondary Markets, Capital Adjustments, Clearing and Settlement.

Certificate in Combating Financial Crimes, CISI 2015

Background and nature of Financial Crime,

Predicate and Associated Offences,

Detecting and preventing Money Laundering, Terrorist Financing, corruption and bribery.

Certificate in Financial Regulations, CISI 2008

The regulatory Environment, Associated Legislation and Regulation

European Union Directives

The Financial Services and Markets Act 2000 (FSA)

The FSA's Conduction of Business and Client Assets

Ecole Supérieure des Affaires (ESA), Institut Monétaire ET Financier, Certificate in Lebanese Financial Regulation, 2012

Certificate in Presentation Skills & Public Speaking, Intermediate level, PHI Management Group, 2015

Certificate in Successful Selling Strategies, Starmanship and Associates, 2010

Certificate in Exercising Leadership and Mobilizing People and Organizations, Cambridge Institute for Global Leadership, 2012

Certificate in Lending to Small & Medium Enterprises in Lebanon, the Economic & Social Fund for Development ESFD, EU Funded, 2008

Certificates in Detecting Financial Crimes, Association of Banks in Lebanon, 2012-2014-2015