



Aly Olleik

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Profile

Capable professional in my field seeking to challenge my expertise & provide support at the highest level. Add value to a venerable institution which offers chances to scale the corporate ladder.

Employment History

Customer Service Officer, Bank Of Beirut, Beirut

April 2015 — Present

I have been working at Bank of Beirut for the past 6-years as a Customer Service Officer.

Part of my responsibilities are the following:

- Catering to client transactions, while simultaneously pushing and marketing our products to our client base & customers.
- Handling pending orders, and transfers, bills and other, account maintenance (FATCA, KYC.)
- Dealing with the compliance and transfer departments to assure the proper delivery of any outgoing or incoming transfer, CTS filling, etc.
- Acquiring communication skills, sharing and collaborating effectively with others, creating a positive team spirit, and building a network of connections with the various clients providing them with a continuous support.
- Handling Branch Inventory
- Training new employees or interns (Teaching basics & essentials)

Front Desk Bank Teller, Société Générale Banque du Liban , Beirut

February 2021 — February 2021

- Handled client's transactions, opening accounts and dealt with checks and other money transfers
- Handled debit and credit cards, Marketed the new accounts and offers.
- Checked current and late payments and loans.
- Dealt with hot deposits and money transfer from an account to another.

Education

Bachelor of Science in Economics with a Finance concentration and a minor in mathematics , Lebanese American University

2010 — 2013

Completed a practical training in the following disciplines:

Economics, Accounting (financial and managerial), Finance [...]

Lebanese Baccalaureate, General Science specialization , Collège des Sœurs des Saints Cœurs, Beirut

1995 — 2009

Details

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Skills

Creativity



Ability to Work in a Team



Ability to Work Under Pressure



Communication Skills



Customer Service



Communication



Time Management



Leadership



Decision Making



Computer Skills



Languages

English



Arabic



Fench



Courses

Lebanese financial regulations

2015

Certificate of recognition for completing Time Management e-learning course

2015

Certificate of recognition for completing Communication Skills e-learning course.

2016

Certificate of attendance of the workshop of Secrets to Wowing Customers & Service Excellence.

2018

Certificate of completion Marketing Practicum training program, Reach Academy & Schemazone

2020

Certificate of Internship Marketing Analyst , Reach Academy & Schemazone

2020