

Majed Sbat

CLIENT MANAGEMENT
CUSTOMER SERVICE
FINANCIAL MANAGEMENT

Contact Details

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Competencies

Account Management • Sales Management • Lead Generation • Prospecting • Risk Analysis • Business Market Analysis • SWOT Analysis • Client Management • KPI Reporting • Operational Management • Strategic Marketing • Stakeholder Management • Negotiation • Market Research • Customer Service •

Technical Competencies

MS Office • Mac OS • SQL • Ableton Live • ICBS •

Awards & Qualifications

- Google – Project Management

Interests

Music • Reading • Current Affairs • Technology

Professional Profile

A customer service expert with a minor academic background in marketing specialising in driving profitable growth in financial sectors through proactive account management and business development. Adopts a consultative approach to ensure specific client requirements are met whilst focusing on exceeding their expectations for service quality to resolve existing complaints. An innovative strategist who has successfully managed challenging circumstances to shift the public's perception of the brand that have enhanced brand reputation and visibility. Commercially and technologically astute with an instinct for identifying and maximising new business opportunities. Renowned as a driven individual determined to add value to the business.

Career Summary

 **Account Manager** 2021 – Present
Dylan ME Ltd • Cairo, Egypt

KEY ACHIEVEMENTS

- Identified, improved and implemented successful lead generation strategies to develop new business opportunities through reviewing each client's contract for potential profit growth
- Resolved clientele complaints effectively with active listening and stellar customer service

RESPONSIBILITIES

- Forged strong rapport and relationships with existing clients to drive profitable growth, client satisfaction, retention and loyalty
- Managed a myriad of applications from clients with utmost accuracy, confidentiality and sensitivity to conduct ethical record-keeping
- Performed clientele onboarding to enhance customer satisfaction and understanding on how to optimise their account for maximum benefit
- Coordinated, consolidated and conducted active report generation to maintain client files to a high standard of accuracy
- Organised company resources to meet the requirements of all clients
- Liaised with a range of external stakeholders including consultants, 3rd party agencies and end users to elevate the firm's visibility and image through being present on all vendor lists in relevant industries
- Utilised various communication channels from visits to calls to understand the needs of clients to enhance customer service for long term profit

 **Customer Service Officer** 2018 – 2020
Creditbank • Beirut, Lebanon

KEY ACHIEVEMENTS

- Analysed, improvised and resolved existing client complaints to enhance the brand's reputation, image and visibility
- Generated status updates and weekly metric reporting on clientele accounts for senior management's decision making
- Elevated operational productivity by streamlining account application processes with quality services

RESPONSIBILITIES

- Diagnosed areas for improvement in customer service to ensure each client is satisfied after improvising and improving tailored teller services
- Conducted digital database maintenance to keep all information current
- Executed integrity laden teller operations from cash to outward transfers
- Managed financial accounts from current to term deposits with utmost

integrity and accuracy for each client based on incoming queries

- Upheld regulatory compliance with strict adherence to bank regulations to preserve the integrity of every client's data
- Resolved queries within a stipulated deadline for each client consistently
- Facilitated different types of offered loans for internal processing depending on each client's requirements
- Enhanced sustainability in client relationships through trust, communication and stellar service on all operations
- Played an integral role as a focal point of technical and interpersonal support



Sales Executive

2016 – 2018

Dylan Group • Abu Dhabi, UAE

KEY ACHIEVEMENTS

- Increased target market through effective business development to generate sales and revenue for the corporation
- Conducted timely follow-ups with lead generation and prospecting of business opportunities to drive potential client increment for profit

RESPONSIBILITIES

- Managed a variegated range of business and consumer accounts to optimise customer satisfaction for retention and repeat businesses
- Resolved client complaints to a high standard of professionalism and outstanding customer service
- Generated site visits with demonstrations for business consulting to understand the requirements of current and potential clients
- Performed detailed risk analysis to gain a better understanding of the current market to understand the needs of customers better to increase revenue
- Adhered strictly internal regulations and policies to facilitate best practices

Internship Summary



Intern

2017

Banque Du Liban • Lebanon

KEY ACHIEVEMENTS

- Completed a training and development internship where it boosted my understanding of departments, roles and duties (central committee, issuance of treasury bonds, foreign exchange etc) of the central bank with both international and local procedures

Education



B.A. of Banking & Finance (Minor in Marketing)

2017

Lebanese International University • Lebanon