

Fadi Srour

Banking & Finance Graduate

CONTACT INFO

- +961 71179122
- fadi_srour99@outlook.com
- Beirut, Lebanon
- Lebanese
- Fully Vaccinated

EDUCATION

- Lebanese International University** *Dec 2021*
Bachelor of Sciences in
Business – Banking &
Finance

SKILLS

- Ability to work under pressure
- Financial planning
- Organizational Ability
- Risk assessment
- Customer service
- Problem solving
- Negotiation
- Interpersonal skills
- Team Player

Technical Skills:

- Microsoft Office
- Bird
- Phenics
- Omega hotel & Omega

LANGUAGES

- Arabic (Native)
- German (Native)
- French (Fluent)
- English (Fluent)

Profile Summary

Customer-oriented team player with a knack for creative problem-solving. Has solid background in negotiation and positive communication, and maintained 90% satisfaction rate from customers for several months in a row, looking to leverage my customer service, accounting and HR skills.

EXPERIENCE

Hujeir Village

South, Lebanon

Front Desk Receptionist & Accountant

May 2022- Present

- Successfully cooperated with 15 tour operators and 5+ travel agencies and event organizers
- Seamlessly checked guests in and out, resulting in 98% guest satisfaction
- Facilitated the addition of 4+ commonly-requested but missing room features
- Contributed to a ~30% increase in room service efficiency by anticipating individual guests' needs
- Maintained confidential information, such as pay rates and bonus targets
- Recorded transactions and accurately categorizing them
- Processing payroll for all employees using automated software programs
- Secured financial data by completing database backup
- Carried out bookkeeping activities including journal postings for purchases, sales, payments, etc.

Al Mouwassat Association

Saida, Lebanon

Receptionist

Jun 2021– April 2022

- Independently scheduled and registered patients to ensure minimal waiting time while maximizing the ward's efficiency
- Introduced new appointment scheduling system, saving physicians an average of 9 work hours a month
- Maintained cash receipts and completed all necessary paperwork to resolve any problems on the balance sheet
- Checked in and checked out the patients ensuring accuracy of patient information as well as completeness of co-pays, charges, and insurance information
- Received and distributed all incoming mail
- Greeted and checked in patients: checked demographic information, processed payment plans and copays
- Answered and handled all phone calls in a friendly and efficient manner

Consolidated Mutual Fund For Artists: (للفنانين الموحد التعااضد الصندوق) Beirut, Lebanon

Receptionist

Jan 2019- Jun 2021

- Provided excellent customer experience and support
- Greeted and welcomed guests positively as soon as they arrived at the office by greeting, welcoming, directing and announcing them appropriately
- Ordered front office supplies and kept inventory of stock
- Executed all administrative tasks to the highest quality standards
- Directed 15+ visitors to the appropriate person and office on a daily basis

PRACTICAL ACCOUNTING ACADEMY

Beirut, Lebanon

Accounting Intern

Oct 2019- Nov 2019