

Ali Fakh

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WORK EXPERIENCE

Junior Back Office Assistant AT OXshare

02/2024 – 11/2024

Beirut, LB

- Perform data entry and manage databases to ensure accurate and up-to-date records.
- Assist in the preparation and processing of financial documents, invoices, and reports.
- Coordinate office supplies and inventory management.
- Conduct regular audits to ensure data accuracy and integrity.
- Maintain and organize office files, both electronic and physical.
- Collaborate with sales team for better update of client's information.

FOREX DEALER AT OXshare

10/2023 – 2/2024

Beirut, LB

- Executed and managed spot, forward, and option trades in major and emerging market currencies.
- Developed and implemented risk management strategies to mitigate market risks and ensure compliance with regulatory requirements.
- Collaborated with the sales team to provide clients with timely and relevant market insights.
- Maintained strong relationships with liquidity providers to ensure competitive pricing and access to market opportunities.
- Assisted senior dealers in executing trades and managing currency portfolios.
- Conducted post-trade analysis to evaluate performance and identify areas for improvement.

SALES ASSOCIATE AND STORE ASSISTANT AT MOUSTACHE GROUP

04/2023 – 10/2023

Beirut, LB

- Contribute to visual merchandising efforts, ensuring the store's aesthetic appeal and product presentation meet high standards.
- Collaborate with team members to achieve daily and monthly sales targets.
- Developing solutions and courses of action and recommend solutions
- Created new employee orientation packets and communicated effectively with candidates and new employees.
- Worked as a team member to provide the highest level of service to customers.
- Verified that all merchandising standards were maintained daily.

TELESALES AGENT AT CITRUSS

01/2023 – 04/2023

Beirut, LB

- Fast and accurate identification of customers' needs and order processing using appropriate IT system.
- Call existing customers as well as 'cold' prospects, based at systematic generated call schedules or a self-developed call plan, on a regular basis in view of safeguarding existing revenue and obtaining additional revenue.
- Set up call plans in cooperation with the Head of Sales and Marketing department.
- Excellent written and verbal communication skills including fluent written and spoken English and Arabic. □
Execute consistent Telesales standards and tools

EDUCATION

AMERICAN UNVIERSITY OF CULTURE AND EDUCATION

10/2021 – 7/2023

- Bachelor of Science in Computer Science

AMJAD INSTITUTE OF TECHNOLOGY

10/2019 – 7/2021

- Superior Technician Diploma in IT

PROFESSIONAL SKILLS

- Excellent interpersonal, communication and telephone handling skills
- Dashboard website for my senior project
- Excellent PC skills
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint), Data entry software, CRM systems.
- Time management, Multitasking, Prioritization.
- Be highly persuasive and have excellent interpersonal skills · □ Data analysis, Problem-solving, Attention to detail.
- Great experience in MT5 & MT4