

JULIA IBRAHIM CHAHINE

Personal Info

Address:	Phone:	Email:	Date & Country of Birth:
Mar Roukoz, Ain Saadeh, Lebanon	+961 71 115 654	Juliaib@hotmail.com	03 – June – 1985 Lebanon

Objective

With over 15 years of experience in the Lebanese banking sector and customer service, I am seeking a challenging position which would allow me to continue a rewarding career, to practice and develop the skills acquired through my job experience, and to grow as a professional, a team member and an individual.

Summary of qualifications

An educational background in Business Administration with emphasis on Marketing and Customer Care. Ambitious, hard-working and a creative individual, with strong interpersonal skills. Productive and efficient without supervision, a self-motivator with high energy levels.

Professional experience

A professional training in general bank counter operations. A very good experience in telesales, call center, and customer service.

Employment history

CSC Bank SAL, Customer Service department

Beirut, Lebanon

Manager, Jan 2008 – Present

Responsible for overseeing teams of Customer Service Representatives. Their primary duties include answering questions from clients and resolving problems, setting goals to meet the needs of each team member as well as monitoring the progress of customer cases in the company's tracking system.

Standard Chartered Bank

Beirut, Lebanon

- *Telemarketing officer from Nov. 2006 – Sept 2006*
Talking to potential customers on the phone and selling credit cards
- *Customer Service officer in Verdun Branch from Sept 2006 – Oct 2006*
Handling customer's inquiries regarding their accounts and cards

Byblos Bank, at all branch departments

Beirut, Lebanon

Trainee, from July 2005- to August 2005

- *Trained in general bank counter operations, procedures and customer care*
- *Overview of general banking operations*
- *Answering to clients' queries complaints in line with the bank guideline*

Education

Saint-Joseph University of Beirut, From 2003 – to 2006

Business Administration and Management

Notre Dame University, From 2008 - Acquired several credits and on hold in the time being

MBA – Marketing

Languages, computer skills and Hobbies

Fluent in reading, speaking & writing French, Arabic & English.

Enhanced knowledge in Microsoft office products: Microsoft Excel, Word, PowerPoint, Access, Project, and Webexpert

Camping and reading

References: Available upon request