

TATIANA YARED



About Me

I am an experienced professional with strong technical knowledge and communication skills. I have a proven track record of exceeding organizational goals and am passionate about continuous learning. Seeking a challenging opportunity to apply my skills and experience to add value and grow both personally and professionally.



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Beirut, Lebanon

LANGUAGES

- Arabic
- French
- English
- Spanish

PERSONAL SKILLS

- Motivated initiator with a strong desire to learn.
- Work under ethical manners and under pressure
- Public speaking and presentation skills
- Ability to work independently or as part of a team.

COMPUTING SKILLS

- Microsoft Environment (Word, Excel, Powerpoint and Access)
- SPSS
- CRM and Branch Power

INTERESTS

- Latin and Ballroom Dancing
- Photography
- Drawing
- Swimming

EXPERIENCE

BANK OF BEIRUT S.A.L 10/2021-Present **Junior Personal Banking Representative**

- Build sustainable and long term relationships of trust with clients through open and interactive communication
- Identify and Assess customer needs to cross sell bank products and meet the customer requirements
- Ensure the compliance with the complaint handling process
- Tracking and monitoring on CRM

Sani Air of America 1-2021 till 5-2021

- Entered large volumes of data with high accuracy and efficiency.
- Created and maintained accurate and up-to-date databases.
- Handled a high volume of incoming customer calls and emails in a timely and professional manner.

Ministry of Economy and Trade Internship **7-2020 till 9-2020**

- Assistance to several inspections of the consumer protection unit: price control unit, monitoring of gas tanks, fight against fraud
- Assistance to the goods subsidy procedure to limit hyperinflation during the deterioration of the exchange rate
- Assistance to Intellectual property protection

EDUCATION

Saint Joseph University of Beirut Saint Joseph University of Beirut GPA 3.7 6-2023

IAE de Tours- Paris Master's degree in Marketing 6-2023

Saint Joseph University of Beirut Bachelor in Business Administration and Management GPA 3.6 7-2021

College de la Sainte Famille Francaise Fanar Lebanese Baccalaureate in Life Science 6-2018

CERTIFICATIONS

- **2022:** Anti-Money Laundering and Combating the Financing of Terrorism (AML/CFT) BANK OF BEIRUT
- **2022:** Boost The Power of Persuasion- BANK OF BEIRUT
- **2022:** Boost your everyday Effectiveness (time Management) - BANK OF BEIRUT
- **2021:** English Proficiency Assesment USJ
- **2021 :** TOEIC Listening and Reading Test
- **2021 :** Diplôme en Langue Française - Institut Français Du Liban - DALF C1
- Online Certifications Upon Request