

NOUR EL HAJJ

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Analytical Skills | Management Skills | Communication skills

Reliable, energetic, and resourceful customer service professional with over 5 years of experience.

Resolving customer complaints and promoting conflict resolution.

Ability to cultivate key client relationships for multiple campaigns in diverse industries and multinational teams.

Expertise in client services, account management, and relationship buildings as well as reporting, and analyzing while utilizing my problem-solving and analytical skills.

WORK EXPERIENCE

Medicals International August 2022-Present

Human Resources Administrator Officer

- Maintaining physical and digital personal records like employment records
- Respond to employees' questions about benefits (annual vacation)
- Updating internal databases with new hire information
- Prepare reports on HR-metrics like total number of hires by department
- Responsible of the yearly performance appraisal
- Project Manager of People365

AM Bank Sal – Beirut, Lebanon September 2018-Present

Senior Customer Service Officer

Interactions with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

- Maintaining a positive , empathetic, and professional attitude toward customers at all time
- Followed up on potentially fraudulent claims initiated by clients
- Processing orders, forms, applications and requests
- Opening over 10 accounts per day related to both individuals and companies
- Provide operational support (e-banking, e-statement)
- Communicating and coordinating with colleagues as necessary
- Established productive working relationships with all the departments within the bank

AM Bank Sal – Beirut, Lebanon December 2016-september 2018

Senior Bank Teller

Accessed computerized financial information to answer questions related to specific accounts and inquiries on banking products including checking, savings, loans, and lines of credit.

- Served needs of more than 50 customers a day in a busy stressed environment.
- Assisted customers with the use of banking websites and mobile apps as the Digital Banking ambassador at AM bank.
- Convinced and Enrolled 70% of the branch customers in digital banking.
- Used coordination and planning skills to achieve results according to schedule and succeeded to open five new accounts per week.
- Worked closely with my manager and team to maintain optimum levels of communication to effectively and efficiently achieve branch sales goals.
- Being the face of customer service for the bank, deal directly with the customer handling cash and checks, collect payments for loan and credit cards, provide balances and account information.

EDUCATION

Holy Spirit University of Kaslik & Pantheon Assas Paris II – Kaslik, Lebanon & Paris, France

Master's degree – International Human Resources Management, December 2018

Université Libanaise - Beirut, Lebanon

Bachelor's degree – Business and management, August 2015

College Saint-Coeur Baouchrieh - Beirut, Lebanon

High school degree – Sociology and economics, May 2012

Certifications

Lebanese Financial Regulations by Banque Du Liban

PROFESSIONAL SKILLS

- Professional communication with customers
- Calm under pressure

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- Organization and attention to detail
- Self-motivation, determination, and confidence.
- Time Management
- Confidentiality
- Active Listening

Languages

- English
- French
- Arabic