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INAAM EL GHALI

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EXPERIENCE

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**TELEMARKETING AGENT(OUTBOUND) / BANK MED**

November 2023 - Present

- Contacting potential customers through phone calls to promote the bank's financial products and services.
- Providing information about the bank's offerings, such as savings accounts, loans, credit cards, and investment options.
- Identifying and qualifying leads by assessing their financial needs and interests.
- Explaining the benefits and features of various banking products to potential customers.
- Assisting customers in the application process for the bank's services.
- Handling objections and concerns that customers may have and providing solutions or escalating issues as necessary.
- Maintaining accurate records of customer interactions and sales activities.
- Meeting sales targets and goals set by the bank.
- Staying up-to-date with the bank's policies, procedures, and regulatory requirements.
- Providing excellent customer service to ensure customer satisfaction and retention.

**CALL CENTER AGENT ( INBOUND ) /BANK MED**

October 2021-November2023

- Answering calls from clients to address their needs, complaints or other issues with the product services provided by the bank.
- Responding quickly and efficiently to clients in order to resolve the problem with in a maximum of 2 minutes in order to create customer satisfaction.
- Utilizing the use of software's while assisting clients in order to give precise and accurate response to the customer.
- Cross selling while taking inbound calls through recommending products given by the bank in order to satisfy customers more.
- Expanding knowledge .
- Building good long lasting relationships with customers.
- Analytical skills .
- Call etiquette.
- Working under pressure .



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OBJECTIVE

A highly motivated talented young woman with exceptional interpersonal skills pursuing a finance degree at Lebanese American University desires to work seeking a full time job. Coming with a strong ability to prioritize tasks and manage time effectively when given clearly defined objectives and goals to meet; and the ability to ensure confidentiality and apply discretion when handling sensitive information, as well as provide quality service to it. Able to effectively communicate with customers using a multitude of channels to provide world class service with every interaction.

**CUSTOMER SERVICE ASSISTANT/BANK AUDI**

August 2019-September2019

- Provide splendid customer services to customers in a friendly and courteous manner at all times
- Have sufficient knowledge about the banking products and services and respond to all inquiries accordingly
- Improve customers' banking experience with the bank by ensuring that the customers are attended to promptly and all their challenges are resolved without delay
- Ensure that all the bank's policies and procedures, code of conduct and regulatory guidelines are strictly complied with in the process of discharging duties
- Inform and suggest new banking products to customers
- Provide information to customers on their account status and account balances
- Open new bank accounts according to laid down rules and guidelines
- Suggest effective ways through which the bank can promote its products and services and increase customer satisfaction
- Provide assistance to all other members of staff in other departments of the bank by liaising with them through healthy interactions
- Participate in marketing and awareness campaigns in the bank to create an enlarged customer base
- Ensure that customers' confidential information is properly protected and only used for official purposes


**INTERN / BANK DU LIBAN**

2018

- Work under the supervision of the business services division management and must follow the accounting or auditing process.  
Collect, understand, process, verify and report accounting related-information



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- Be given professional analytical and management support work assignments Assistance may be required in the preparation of monthly or weekly financial reports Develop and utilize spreadsheets, databases and other computer applications
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I'm an outstanding candidate who enjoys communicating with others, has self-confidence, organized, works effectively in groups, can deal with conflicts, motivated, has the best time management skills.

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- Manage specialized information, reports, forms dealing with fees, billing, tracking of projects etc  
Enter information into the financial accounting system of the bank.

**SALES REPRESENTATIVE/ GALI**  
2017

- Generate leads.
- Exceed sales goals.
- Negotiate all contracts with prospective clients.
- Coordinate sales efforts with marketing programs.
- Visit clients and potential clients to evaluate needs or promote products.
  - Maintain client records.
  - Answer client questions and inquiries.
  - Design online platforms for the store.

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**EDUCATION**

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**MBA- MANAGEMENT 2022**  
HAIGAZIAN UNIVERSITY

**TEACHING DIPLOMA/2021**  
HAIGAZIAN UNIVERSITY

Graduated with honors (GPA=88)

**BANKING AND FINANCE /2020**  
LEBANESE AMERICAN UNIVERSITY

**HIGHSCHOOL DIPLOMA/2017**  
Hariri High School 2

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**VOLUNTEER EXPERIENCE OR LEADERSHIP**

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**A volunteer - Talaa lbadr Aalayna campaign**

**2016**