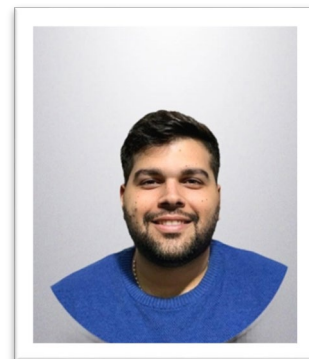


Samer Beytamouni

Customer Service Officer – Head Teller

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Email: samer.beytamouni@gmail.com | Nationality: Lebanese



Summary

A dedicated and motivated customer service representative with 7+ years of experience in the Banking industry. Specialized in resolving complex problems and managing large business plans. Effective leader who performs well in collaborative environment with coworkers, managers, and customers. Adept at ensuring and assessing customer needs, building sustainable relationships with customers, while handling their complaints. Constantly aiming on developing my intellectual, professional, and personal growth, where I can positively contribute to the organization and industry with my strong experience and expertise leading to a sustainable environment and success.

Experience

Customer Service Officer, Head Teller – 03/2022 to Present

Arab Bank, Beirut, Lebanon

- Execute all counter transaction, handling both cash and credit card payments, while handling questions from customer regarding their account balances, transaction history, and other general inquiries.
- Determine customers' financial services and selling opportunities, while preparing proposal to sell services to address these needs and referring them to the concerned parties when required.
- Handle custody items and keys as per custodian matric and relevant P&P, while overseeing front operations officer and adhering to Branch Operation Model.
- Assisting customers in filling and signing the cash transaction slip (CTS) in cases of cash deposits being equivalent or exceeding USD 10,000, while ensuring accuracy of information.
- Adhere the Arab Bank policies and procedures, Code of Conduct, and related P&P and Local Laws and Regulations to enhance and maintain the reputation of the Bank.
- Report to the Compliance Unit regarding any skeptical cash deposit to ensure that issues like money laundering or terrorist financing operations are stopped.

Bank Teller – 03/2015 to 01/2022

Bank of Beirut, Beirut, Lebanon

- Responsible for assisting customers with bank telling tasks (deposits, withdrawals, payments, and checks cashing), while answering direct calls and loading and unloading the ATMs.
- Provided exceptional customer service through clear communication and accurate transaction information, while handling currency and confidential information responsibly.
- Tracked and stored information related to bank transaction and balancing cash drawer, while reconciling discrepancies on a daily basis and calculating daily transactions.
- Responsible for monitoring and implementing all kinds of fiscal fees processes (VAT, income tax, car fees), while resolving problems independently or cooperatively with seniors and managers.
- Maintained high levels of accuracy and efficiency, as well as achieved branch goals and exceptional customer service.

Intern – 08/2013 to 09/2013

Bank of Beirut, Beirut, Lebanon

- Responsible for opening new accounts (single, joint, and company), while providing account balance information and transferring funds when requested by the customers.
- Handled customer complaint, identified the sources of problem and proposed the best solution to solve the issue in real time.
- Monitored and updated pending issues to follow up on procedures accurately and efficiently for all customer-servicing activities performed.
- Participated in bank meeting and bank functions to understand the various goals and targets of the bank and use good judgment.

Education

Bachelor's Degree in Business Administration, Emphasis on Management– 2014
Holy Spirit University of Kaslik, Kaslik, Lebanon

Certifications

Trace Training & Coaching Executives
IQUAD Learning Solutions

Skills & Expertise

- Leadership & Team Management
- Communication & Negotiations
- Problem Solving
- Management
- Strategic Planning
- Adaptability
- Customer Service
- Planning & Organization
- Time Management
- Decision Making
- Microsoft Office
- Branch Power Banking System
- Market Research
- Presentation Skills
- Multitasking
- Data Entry

Languages

Arabic: Native | **English:** Fluent | **French:** Fluent