

Renee Nammour

Mobile: +961 3 111 687 | Email: renee.nammour@outlook.com

PERSONAL DETAILS

Date of Birth: February 2, 1993 | Nationality: Lebanese | Marital Status: Single

OBJECTIVE

Skilled in customer service, communication, and marketing with a master's degree focused on Marketing and a bachelor's degree in banking and finance.

Looking for a new challenging position in an organization that offers professional growth and opportunities to demonstrate my ability and skills.

EDUCATION

Master's degree in Marketing and Management, 2015

Université Antonine - Baabda, Lebanon

Bachelor's degree in Banking and Finance, 2013

Université Antonine - Baabda, Lebanon

High school's degree in Socio Economics, 2010

Collège Notre Dame des Soeurs Antonines - Jamhour, Lebanon

PROFESSIONAL EXPERIENCE

BANK OF BEIRUT, Lebanon

Senior Personal Banking Representative

October 2022 - Present

- Provide excellent service to existing and potential clients and companies while establishing and nurturing long-term relationships and portfolio.
- Discuss new banking services and financial products with prospective clients.
- Act as account executive to answer clients' questions and resolve issues related to their accounts (disputes, claims...)
- Determine clients' needs and financial goals, and advise which banking products and services meet their needs.
- Anticipate and solve problems related to customer needs and expectations.

Personal Banking Representative

June 2017 - October 2022

- Advise customers on bank services based on their financial needs (e.g. loans and credit cards).
- Target clients to sell bank products (credit cards, debit cards, housing loans, consumer loans, personal loans, car loans...)
- Reach out for potential customers to generate new business.
- Reach target sales per semester.
- Resolve client's issues by communicating with different channels within the bank.
- Manage customer bank accounts (open, close and oversee transactions...)
- Proven track record in customer service with passion for meeting and exceeding client expectations.

Call Center Agent (short-term assignment to support call center team)

April 2020 - November 2020

- Handle inbound and outbound calls from customers.
- Understand customer needs and issues and providing helpful solutions to their problems.
- Follow-up on complaints and close assigned cases.

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Bank Teller

April 2015 - June 2017

- Execute banking transactions to customers: deposits, loan payments, checks deposits, savings withdrawals, banker's check issuance...
- Cross-sell bank products: answer inquiries, inform customers of new services and product promotions, ascertain customers' needs, and direct them to a customer service representative.
- Complete special requests by closing accounts, exchanging foreign currencies, completing safe-deposit box procedures, and providing special statements, copies, and referrals.
- Reconcile cash drawer by proving cash transactions, counting and packaging currency and coins.
- Maintain supply of cash and currency and return cash excess and mutilated currencies to head teller.

BLC BANK, Lebanon

Nov 2014-Mar 2015

Customer Service Representative

- Approach new and existing clients.
- Persuade potential clients to sign up for the online banking application on mobile .
- Record the contact details of the clients.
- Inform customers about the advantages of online banking and how to use it.

TRAININGS & CERTIFICATES

- Certificate of PMI-ACP (Feb 2023-present)
- Certificate of accomplishment in Lebanese financial regulations: 46/50 with merit
- Certificate in Color selling
- Certificate of accomplishment in quality customer service
- Certificate of accomplishment in anti-money laundering
- Certificate of attendance in branch sales and services training
- Certificate of attendance in branch operations trainings

LANGUAGES, EXTRA-CURRICULAR INTERESTS & ACTIVITIES

- Arabic, French & English: Spoken, Read & Written.
- MS office: PowerPoint, Excel, Word
- Knowledge in CRM software