

Dalia Jihad Daroub

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CAREER OBJECTIVE

Customer service professional with a strong banking background seeking a new challenge in a fast-growing company where I can leverage my skills and help me to grow professionally and personally, and enhance my knowledge and experience.

WORK EXPERIENCE

Customer Service Representative “Société Générale de Banque au Liban”

Aug 2019 – Sept 2023

- Provided exceptional customer service by addressing customer inquiries, resolving issues, and ensuring customer satisfaction.
- Handled a high volume of incoming calls and emails from customers, addressing their banking-related questions, concerns, and requests.
- Assisted customers with account-related transactions, including account opening, closing, and maintenance procedures.
- Processed financial transactions, such as fund transfers and bill payments, while maintaining accuracy and confidentiality.
- Educated customers on various banking products and services, including loans, credit cards, and savings accounts, and recommended suitable options based on their needs.
- Identified and escalated complex or unresolved customer issues to the appropriate departments for further investigation and resolution.
- Collaborated with cross-functional teams, including branch staff and operations, to deliver seamless and personalized customer experiences.
- Maintained comprehensive knowledge of banking regulations, policies, and procedures to ensure compliance and provide accurate information to customers.
- Identified opportunities to enhance customer satisfaction and contributed to ongoing process improvement initiatives.

Bank Teller “Société Générale de Banque au Liban”

Oct 2016 – Aug 2019

- Processed customer transactions, including deposits, withdrawals, and check cashing, with a high level of accuracy and attention to detail.
- Maintained cash drawer and balanced transactions at the end of each shift, ensuring accuracy and accountability.
- Provided excellent customer service by addressing customer inquiries, resolving issues, and promoting a positive banking experience.
- Assisted customers with account inquiries, account maintenance, and product/service information.
- Adhered to bank policies, procedures, and security protocols to ensure the safety of customers, employees, and bank assets.
- Collaborated with team members to achieve team goals and deliver efficient service to customers.
- Stayed updated on banking regulations, policies, and procedures to ensure compliance and provide accurate information to customers.
- Participated in training programs to enhance knowledge of banking products, services, and systems.

Private Tutor**Feb 2014 - Present**

- Provided personalized academic support and guidance to students on a one-on-one basis.
- Developed and implemented customized lesson plans to address individual learning needs and goals.
- Assisted students with homework assignments, projects, and exam preparation.
- Collaborated with parents to provide regular updates on student performance and discuss strategies for academic success.

**Personal Assistant
“Group Charity”****Sept 2013 – Aug 2016**

- Screened and managed incoming calls, emails, and correspondence, promptly addressing inquiries and directing messages to the appropriate personnel.
- Managed and maintained appointment schedules.
- Entered and updated patient information accurately in maintaining confidentiality and data integrity.

EDUCATION

- **Lebanese University** **2013-2015**
Bachelor of Accounting and Auditing, Business Administration
- **College Saint Elie Btina** **2012**
Lebanese Baccalaureate in Economics and Sociology

SKILLS

- Detail-Oriented
- Highly Organized
- Self-motivation
- Fast learner
- Adaptive Person

LANGUAGES

- English
- Arabic
- French

COMPPUTER SKILLS

- Microsoft Office (Excel, Word, PowerPoint, Access)

CERTIFICATES

- **Photography course certificate**
Samer Halawani Academy

HOBBIES

- Photography
- Sports