

Shirine Abi Fadel

## Contact

**Address:**

Ain El Remeneh, Lteif St, El Kheir Building.

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## Languages

Arabic: Bilingual proficiency

French: Bilingual proficiency

English: Bilingual proficiency

## Computer Skills

Microsoft office: Excel - Word -

PowerPoint – Access

## Skills

- Discretion and confidentiality
- Communication skills
- Exceptional attention to detail
- Strong analytical ability

## Summary

Business and Management graduate with two years of experience in the Banking sector & Supply Chain. I am now actively seeking a new opportunity in the HR field to contribute in a company's growth. I have showed incredible enthusiasm and proven track of effective customer care and persuasive skills.

## Education

**Masters in Human Resources:** Expected graduation: December 2023

Sagesse University - Beirut

**Bachelor of Business and Management:** *July 2018*

Université Saint-Joseph de Beyrouth

## Experience

**Senior Documentation Officer**

*10/2021 till present*

**CMA CGM, Beirut, Lebanon**

- Managing documentation Bill of Lading for customers
- Prints and checks invoices
- Handle amendments on B/L
- Vessel call closure
- Handling Part load reports

**Financial Consultant**

*08/2020 till 9/2021*

**Metlife, Jal el Dib, Lebanon**

- Forecast outdoors sales
- Oversee the entire sales process from proposal to close
- Prepare documentation for new applications, payments and policy changes for the insured's needs
- Maintain effective communications through continuous follow-up until satisfactory resolution of claim.
- Provide financial recommendations and expertise to clients based on their financial goals, and ensure that their needs are always fulfilled

**Customer Service Agent**

*10/2018 to 12/2019*

**CreditBank, Mansourieh, Lebanon**

- Handling complaints and suggestion
- Assist customers with replacing lost or stolen credit or debit cards
- Assist with address changes
- Review and explain account charges
- Assist banking customers who are victims of fraud, theft or identity theft
- Check on the status of customer accounts and track checks and payments

**Internship**

*06/2016 to 09/2016*

**SGBL, Saloumeh, Lebanon**

- Management of agency cash
- Management of stamps and vignettes
- Management of insurance and loans
- Management of bets and lifts oppositions on accounts and on personal checks
- BDD update (database)
- Reactivation of sleeping accounts