

# RASHELL JOUHARI



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## OBJECTIVE

To obtain a position that will enable me to use my professional background, interpersonal skills and managerial abilities for achieving the company's goals in the best possible way.

## EXPERIENCE

*Head of Back-Office/Arrow Trade – Forex & CFD Trading Broker (Lebanon)  
June 2023 - Present*

- Supervising the back-office team regarding the opening of trading accounts quality check, process, transactions and customer support.
- Be able to lead the customer's onboarding process.
- Accuracy in preparing and submitting various reports to the managing director such as percentage positions covered, deposits/withdrawals, cashboxes, balances, equity, credit, and commissions.
- Provide support to clients and brokers regarding any account-related issues.
- Answer all emails and messages received from clients and colleagues regarding queries on account opening process as well as amending existing accounts.
- Implement KYC and AML verifications and procedures for potential and existing clients.
- Monitoring all client's funds (Deposit & Withdrawals) and maintain accurate records of all transactions.
- Implement operations protocols, oversee the quality of customer service, productivity and standards, and supporting team managers daily inquiries and problems.
- Maintain comprehensive documentation of all processes, procedures, and transactions to facilitate audits, reviews, and regulatory inquiries.
- Perform internal audits and checks to verify the accuracy and compliance of back-office operations with internal policies and regulatory requirements.
- Customer Complaint Resolution & Problem Solving.
- Confirm transaction and trade details with the company and clients to reduce the risk of disagreements or disputes.
- Ensure all trades are settled accurately and in a timely manner. This involves confirming trade details, positions, and coordinating to reduce errors and enhance efficiency.
- Manage margin requirements for traders, ensuring that they have sufficient funds to cover their positions and that margin calls are made as necessary.
- Continuously train and develop to stay updated on industry best practices and regulatory changes, and support services efficiently for smooth functioning of organization and effective working of employees.
- Responsible for recruitment, training, assigning, scheduling, counseling and employees' discipline.
- Identify and address problems and opportunities for the company.
- Forward financial matters and requests to the Accounting Department.

*Office Manager/Zero&One – Premier AWS Partner (Lebanon)  
November 2021 – March 2023*

- Answering and directing phone calls and emails.
- Organizing and scheduling meetings and appointments.
- Maintaining contact lists and details.
- Producing and distributing correspondence memos, letters, faxes and forms.
- Assisting in the preparation of regularly scheduled reports.
- Developing and maintaining a filing system. Handling information in a confidential manner.



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## NATIONALITIES

*Venezuelan - Lebanese*

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## SKILLS

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- Computer Skills Advanced knowledge of MS Excel (macros, pivot tables, data visualization) Proficient in MS Word, MS Power Point, Front Page, MS Access (creating and modifying databases, tables, queries and forms; reports) and Internet browsing and applications.
  - Familiarity with data programs and procedures.
  - Proficient in social media.
  - Proficient writing, research, analytical and problem-solving skills.
  - Ability to work in a team and to work under pressure.
  - Ease of establishing, excellent working relationships.
  - Experience in managing, coaching, and overseeing large departments.
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- Submitting and reconciling expense reports.
- Providing general support and assistance to visitors.
- Maintaining supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
- Setting and managing the daily schedules and calendars of company executives. Preparing and/or editing documents, such as memos and invoices.
- Creating spreadsheets.
- Negotiating with vendors.
- Reviewing incoming documents.
- Conducting research.
- Update our internal databases with new employee information, including contact details and employment forms.
- Gather payroll data like leaves, working hours and bank accounts.
- Schedule and confirm interviews with candidates.

### ***Communications Officer /OBCIDO Inc. (Lebanon)*** ***September 2021 – November 2021***

- Responding to media inquiries, arranging interviews, and acting as a spokesperson for the organization.
- Development of brand identity, awareness and online reputation.
- Content management.
- Develop, implement and manage the company's social media strategy.
- Stay up to date with latest social media best practices and technologies.
- Establishing and maintaining effective relationships with journalists, and maintaining a media database.
- Seeking opportunities to enhance the reputation of the brand, and coordinating publicity events as required.
- Maintaining records of media coverage and collate analytics and metrics. Managing conflict as it arises and escalating to management.
- Conducting social media updates and monitoring, and developing content for social media platforms.
- Monitoring media citations and log through monitoring and evaluation systems, and preparing reports for internal and external clients.
- Supporting the delivery and maintenance of good internal communications and information-sharing internally.
- Participating in project meetings to ensure the participation and presence of communications throughout all projects and providing feedback to the communications team.
- Collaborating with management to develop and implement an effective communications strategy based on target audience.

### ***Data Entry Manager/Jdid W Kaser, Database and Platform (Lebanon)*** ***February 2020 – May 2021***

- Communicating with the data entry team clearly about job expectations, while monitoring, appraising and reviewing their work; furthermore, enforcing company policies and procedures.
- Inserting products, data and customer account information into databases and platform within required time limits.



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## LANGUAGES

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### ARABIC

*Proficient in speaking and writing.*

### ENGLISH

*Proficient in speaking and writing.*

### SPANISH

*Proficient in speaking and writing.*

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## EDUCATION

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### INTERNATIONAL RELATIONS AND DIPLOMACY

- *SCHILLER INTERNATIONAL  
UNIVERSITY, MADRID*

- Composing and verifying the accuracy of data to prepare for entry, while applying data techniques within the platform and following all procedures.
- Organizing schedules, performing regular coaching and counseling for employees as needed.
- Working closely with HR to recruit, interview and train new data entry employees.
- Improving results by completing audits, identifying weaknesses and implementing improved changes.
- Generating data reports and perform backups in archives, keeping all company information confidential.

### *Administrative Assistant /Jdid W Kaser, Database and Platform (Lebanon) February 2019 – February 2020*

- Answering and directing phone calls and emails.
- Managing the daily/weekly/monthly agenda and arrange meetings and appointments.
- Maintaining contact lists and details.
- Producing and distributing correspondence memos, letters, faxes and forms. Assisting in the preparation of regularly scheduled reports.
- Developing and maintaining a filing system.
- Handling information in a confidential manner.
- Submitting and reconciling expense reports.
- Providing general support and assistance to visitors.
- Maintaining supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.

### *Sales Representative/Fattal Group (Lebanon) November 2016 – December 2017*

- Generating leads. Meeting or exceeding sales goals.
- Negotiating all contracts with prospective clients.
- Preparing weekly and monthly reports.
- Giving sales presentations to a range of prospective clients.
- Coordinating sales efforts with marketing programs.
- Understanding and promoting company programs.
- Obtaining deposits and balance of payment from clients.
- Preparing and submitting sales contracts for orders.
- Visiting clients and potential clients to evaluate needs or promote products and services.
- Maintaining client records.
- Answering client questions about credit terms, products, prices and availability.

