

MAHMOUD ZEIN

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10-09-1990, Male, Lebanese

OBJECTIVE

To leverage my expertise as a Business Manager in driving organizational success. Seeking a role where I can apply strategic thinking, leadership acumen, and cross-functional collaboration to enhance operational efficiency, revenue growth, and market presence. Committed to aligning teams, optimizing processes, and fostering innovation to achieve sustainable business objectives.

PROFESSIONAL EXPERIENCE

PRODUCT MARKETING MANAGER

FOUANI GROUP LAGOS, NIGERIA, 2018 – 2023

- Gained deep understanding of customer experience.
- Identified and filled product gaps to enhance market competitiveness.
- Generated new ideas aimed at expanding market share.
- Improved customer experience to drive growth.
- Developed sales collateral and tools to empower the sales team in conveying product value.
- Coached and directed teams/individuals to achieve specified goals and objectives.
- Created and executed a comprehensive go-to-market strategy encompassing product messaging, pricing, promotion, and distribution.

CONSUMER CREDIT ADMINISTRATOR

ARAB BANK MAIN BRANCH, LEBANON, 2013 – 2018

- Verified accuracy and compliance of Consumer Loans applications and documentation with policies.
- Coordinated with the Consumer Credit Department for recommendations and advice.
- Managed inquiries, cases, and amendments related to pending transactions for timely resolution.
- Ensured adherence to AB Code of Conduct, P&P, and local regulations.
- Maintained compliance performance in line with Arab Bank's standards and regulations.
- Provided support to various departments including Treasury, Internal Transfer, Swift, Trade Finance, and Account Maintenance.
- Prepared periodic reports as per management and regulatory requirements.

EDUCATION

MASTER IN BUSINESSES ADMINISTRATION, BEIRUT ARAB UNIVERSITY (BAU)

LEBANON, 2016

BACHELOR OF COMMERCE & BUSINESS ADMINISTRATION, ACCOUNTING, BEIRUT ARAB UNIVERSITY (BAU)

LEBANON, 2012

CERTIFICATES / INTERNSHIPS

- AWARDED LEBANESE FINANCIAL REGULATION, ESA BUSINESS SCHOOL – 2017
- EMOTIONAL INTELLIGENCE IN LEADERSHIP AND MANAGEMENT TRAINING COURSE, AUB ALUMNI ASSOCIATION – 2016
- LEGAL ASPECTS OF BANKING OPERATIONS TRAINING COURSE, ASSOCIATION OF BANKS IN LEBANON – 2014
- TRAINING AT ARAB BANK, MAZRAA BRANCH – 2012
- TRAINING AT BLOM BANK, HAMRA BRANCH – 2012
- CERTIFICATE IN BEE ACCOUNTING SOLUTION, BEIRUT ARAB UNIVERSITY (BAU) – 2012
- BLCO COMPANY FOR ACCOUNTING AND AUDITING TRAINING – 2010
- ASMATE MALAH FOR ACCOUNTING AND AUDITING TRAINING – 2009

TECHNICAL SKILLS

- MS OFFICE
- ACI
- Dolphin
- Sage
- AS 400
- I Clear System
- Integrate Computerized Banking System
- Alliance Message Management
- Kondor Plus

AREAS OF EXPERTISE

- Communication
- Leadership
- Teamwork
- Problem-Solving
- Critical and Analytical Thinking
- Time Management
- Branding
- Market Analysis
- Product Management & Development

LANGUAGES

- **Arabic:** Native
- **English:** Fluent