

ELIAS ABOU HAIDAR

Date of Birth: Jan 1990

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Objective

Accomplished banking professional with a solid background in financial services and a deep-seated passion for nightlife, entertainment, and events. Seeking a dynamic career opportunity that leverages my expertise in financial management and my enthusiasm for this vibrant sector, enabling me to contribute to the growth, profitability, and success of organizations.

Professional Experience

Harborlb – Waterfront beirut

Head Cashier

June 2023 - present

- Provide guidance, support, and training to cashiers, ensuring they perform their duties efficiently and adhere to company policies and procedures.
- Oversee cash handling processes, including cash register balancing, cash drops, and change orders.
- Deliver exceptional customer service by assisting customers with inquiries, returns, and exchanges. Handle escalated customer issues with professionalism and resolve them in a timely manner
- Processing and receiving payments and issuing receipts to customers
- End of day closing balance

Silver Spoon KSA

MDL BEAST EVENTS

Support period for sound storm2022 in Riyadh 28 November 2022 – 04 December 2022

Bar Supervisor

- Oversee the work of bartenders, barbacks, and other bar staff, including scheduling, training, and performance management.
- Ensure excellent customer service by interacting with guests,
- Monitor and manage bar inventory, including ordering, receiving, and stocking of beverages, glassware, and supplies.
- Oversee bar operations during scheduled shifts, including opening and closing procedures.
- Ensure the bar area is clean, organized, and well-maintained at all times.
- Improve work conditions

Clique Beirut

Bar Cashier

April 2022 – June 2023

- Greeting customers
- Answering questions that customers might have
- Processing and receiving payments and issuing receipts to customers
- Providing excellent customer service experience especially during rush
- End of day closing balance

Bank of Beirut sal

Cards Operations Specialist – Cards services – Retail banking

December 2019 – Present

- Analysis of the cards transaction flow and implementation of changes as necessary to enhance process efficiencies
- Daily payments reconciliation
- Issue credit & charge cards
- Activate Electron, credit and charge cards
- Modify limits and daily parameters for credit cards, charge cards and Electron
- Execute settlements, claims and refund charges on credit and charge cards as requested by Head of Retail Division
- Monitoring for application behavior, report malfunction for IT team
- Support branches and call center with inquiries regarding client's positions and transactions

September 2017 – November 2019

Direct Sales Officer – Electronic Cards Business – Retail & Branch division

- Planned, implemented, and managed individual marketing and sales plans
- Utilized human relations, communication, and negotiation skills to market and sell Credit Cards
- Responsible for identifying client needs while researching ways to improve the quality of their services
- Set daily meeting with Customers to describe features and benefits of banking Credit Cards
- Customer support for application functioning
- Tackle Big Companies in order to reach high targets

B018 & Uberhaus: "The Garten, Discotek, DiscoBanana, Electric sundown"

May 2016 – November 2019 (Two to three days per week)

Door & Bar Cashier

- Welcoming guests in a warm and friendly manner at arrival
- Receiving payments by cash correctly
- Serving drinks with bartenders at rush hours and managing all drinks prices for both walk ins and VIP section
- Customer service during shift due to my direct contact with client
- End of day closing balance

Abu jaoude Constructions

February 2016 – August 2017

Junior accountant

- Provide support to the financial department by managing daily accounting tasks
- Able to work comfortably with numbers and attention to details
- Receive receipts to be checked correctly then to be paid for the suppliers
- Data entry on the system

Casper & Gambini's (opening new branch at Nigeria, lagos Victoria island)

Support period December 2015 - January 2016

Bar supervisor

- Provide training sessions for employees
- Assessing customers' needs and preferences and making recommendations
- Inventories, purchase orders due to par level
- Support and collaborate with team to maintain customer satisfaction
- Detection of errors and mistakes
- Improve work conditions

Casper & Gambini's

November 2010 - December 2015

Head Barista

- Provide training sessions for new employees
- Issue purchase orders to avoid stock out
- Support and collaborate with waiters and runners to maintain customer satisfaction.
- Detection of errors and mistakes behind the bar.
- Improve work condition and specially safety.

Blom Retail

October 2013 - july2014 - Outdoor sales

- Serves customers by selling products "loans"; meeting customer needs
- Adjusts content of sales presentations by studying the type of sales product
- Meet personal and team sales targets

Educational Background

- Lebanese Canadian University – Master's in Business Administration (2023)
- Arts, Sciences and Technology University in Lebanon – BA in banking and finance (2012)
- Baccalauréat – (End of high school exam)

Skills

Working with systems: Visa Risk Management, Master Card Connect, Euronet CMS, AS400, Cardinal Commerce, Network International for payments solutions (WAY4), Kindle Citrix...

Training

Udemy , 2021

IT Support/Help Desk fundamentals

Starmanship & Associates, 2019

Color selling

Bank Of Beirut Academy, 2019

The key principles of communication, the influence of your “perception filter”, Active listening, make you point more effectively, communicating powerfully by email

Effective communication

Bank Of Beirut Academy, 2018

Fundamental coaching tools, how to deal with motivation, how to recognize passivity and overcome it, giving constructive feedback

Managing performance

Ant Ventures, September 2014

Focuses on the time spent on specific duties to increase effectiveness, efficiency and productivity.

Time management

Ant Ventures, May 2013

Focuses on dealing with the stress condition at work and be the person who finds solution instead of creating problems

Working under pressure

Ant Ventures, September 2013

Focuses on controlling the stress and anger what leads the workplace to be a chaos

Temper Control

Ant Ventures, July 2012

Focuses on “to lead by example” to be a role model for the staff to achieve their goals during working period

Leadership

Personal Background

Languages

Fluent in Arabic, English

References

Available Upon Request