

# Miller Bassil

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Beirut, Lebanon

## Profile

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Experienced banker with over 16 years of experience in retail banking and commercial banking. Proven track record of developing and maintaining client relationships, exceeding sales goals, portfolio management and providing exceptional customer service. Skilled in analyzing financial data, identifying opportunities for growth, and developing strategies to mitigate risk. Strong communication, interpersonal, and leadership skills. Proficient in banking software, including Globus T24/R17, CRM, core banking, and financial modeling tools. Adept at collaborating with cross-functional teams to achieve business objectives.

## Areas of Expertise

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|-------------------------------|--|--|
| • Financial Analysis          | • Communication & Interpersonal skills | • Compliance and Regulations           |
| • Relationship Management     | • Technology and Digital Banking       | • Customer Service                     |
| • Cash Management             | • Analytical Thinking                  | • Risk Management                      |
| • Accounts Payable/Receivable | • Teamwork and Collaboration           | • Fluent in English, French and Arabic |

## Experience and Accomplishments

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### Byblos Bank

#### *Senior Customer Relationship Officer*

**2022 – Till Present**

- Establish and maintain strong relationships with customers through regular communication and understanding their financial needs.
- Offer financial advisory services to customers, such as investment advice, loan counseling, and debt management solutions.
- Address customer complaints and resolve issues, such as account disputes or billing errors, in a timely and professional manner.
- Identify opportunities to cross-sell additional banking products and services to customers to increase revenue and improve customer retention.
- Stay up-to-date with banking regulations and ensure that all customer interactions are compliant with regulatory requirements.
- Train and lead customer service staff to provide exceptional customer service and maintain high levels of customer satisfaction.
- Collaborate with other departments, such as marketing and sales, to develop and implement effective customer relationship strategies that align with the bank's goals.

#### *Assistant Relationship Manager (SME Business)*

**2016 – 2022**

- Handled a Portfolio of over 80 SME businesses, and conducted a thorough analysis of the portfolio, regularly monitored the portfolio, and collaborated with internal stakeholders.
- Assisted Regional Managers and Senior Relationship Managers by providing them the support in their daily tasks, such as managing customer relationships, preparing financial analysis, conducting research, and achieving targets by helping them to prepare presentations, financial models, and business plans that met the customer's needs.
- Established and maintained relationships with customers by providing exceptional customer service, responding to customer inquiries, and identifying opportunities to meet their financial needs.

- Conducted research on market trends and competitive intelligence to support business development efforts and improve customer satisfaction.
- Ensured that all customer interactions and transactions complied with banking regulations and policies and maintained accurate records of customer interactions.
- Assisted with credit underwriting by analyzing customer financial information, preparing credit proposals, and ensuring that all credit applications complied with internal policies and procedures. Such as overdraft and direct bills facilities.

### ***Personal Banker***

***2008 – 2016***

- Assisted clients with managing their bank accounts by offering personalized banking services and advice tailored to their individual needs and goals.
- Managed customer accounts, including opening new accounts, processing deposits and withdrawals, and managing account changes.
- Managed customer communication through various channels, such as phone, email, and social media, to maintain strong customer relationships.

### **Hertz Rent a Car (International Franchisee)**

***Accountant (Full Time)***

***2005 – 2008***

***Accountant (Part Time)***

***2008 – Till Present***

- Managed and prepared the teams' monthly payrolls in collaboration with the Auditor.
- Assisted in preparing monthly, quarterly, and annual financial statements, and ensured that they comply with accounting standards and regulatory requirements.
- Managed accounts payable and accounts receivable, including processing invoices, preparing payments, and following up with customers and vendors on outstanding balances.
- Provided financial advisory services to management.
- Managed taxation, including preparing tax returns, ensuring compliance with tax regulations, and providing tax planning advice.
- Managed the audit process, including preparing audit schedules and responding to auditor requests.
- Collaborated with Hertz international departments, to ensure that financial information is accurate, timely, and relevant.

### **Education**

**SUPEC-Université Catholique de Lyon**

***2004***

MBA in Audit & Finance (1 year)

**Pigier SUPEC**

***2003***

Bachelor's Degree in Accounting and Finance

**College Melkart, Louaize**

***2000***

Lebanese Baccalaureate, Bac II