

OLA MAATOUK

📍 BEIRUT, LEBANON 📞 03985804

◦ DETAILS ◦

Beirut, Lebanon
03985804
olamaatouk.i@gmail.com

◦ SKILLS ◦

Problem Solving

Customer Service

Teamwork

Leadership

Conflict Resolution

👤 PROFILE

Highly motivated and hardworking person with sales and customer satisfaction skills. Proven ability to provide exceptional support to the Branch Manager and ensure smooth day to day operations.

Excellent communication skills.

📁 EMPLOYMENT HISTORY

Assistant Branch Manager at Bankmed, Beirut

November 2018 — Present

- Conduct regular staff meetings and performance reviews to ensure goals were met and team members were held accountable.
- Resolve customer issues and complaints quickly and effectively.
- Ensure that bank policies and procedures are respected and followed properly.
- Ensure that branch respects all AML policies as I am the compliance officer in the branch
- Cross sell bank products.

Head Teller at Bankmed

May 2018 — October 2018

- Handle Cash at the branch
- Lead 2 or 3 tellers and assist them with their daily transactions.
- Handle ATM replenishment
- Cross sell Bank products

RMDP candidate at Bankmed, Beirut

May 2015 — October 2018

In 2015, the bank launched a Retail Management Development Program and I was among this team chosen based on their performance, skills and motivation.

During this period I did a rotation in all bank departments (credit, treasury, L/C, L/G, risk, etc).

Sales Coordinator at Bankmed, Beirut

January 2012 — May 2015

- Assist my colleagues in achieving their targets
- Cross sell bank products
- complete daily tasks

Teller at Bankmed

March 2010 — December 2011

- Cross sell bank products
- Complete daily transactions

🎓 EDUCATION

Masters, Universite Saint Joseph

2009 — 2011

Masters in Finance

Bachelor in Business Administration, Universite Saint Joseph

2006 — 2009

French Bacculaureate , Carmel St Joseph



INTERNSHIPS

Intern at Arope

July 2009 — September 2009

-worked with the Head f Sales



CERTIFICATES

Banking Ethics

Combating Financial Crime, CISI,UK

VISA training certificate

Starmanship Sales Training

BDL Financial Regulations