

Mahmoud Al-Naboulsy

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Date of Birth: 11/03/1999

Address: Lebanon, Beirut.

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-Summary: I am self-motivated Business administration graduate, specialized in banking and finance with analytical and oriented ability in providing financial services. In addition of understanding the depth of investment in banking practices and compliance regulations.

- Education:

- Bachelor Degree in Business Administration, Banking and Finance from August 2017 to December 2020 at Beirut Arab University with a GPA: 3.14.
- Adventist secondary school (2003 till 2017), terminal baccalaureate degree in economics and sociology.

- Work Experience:

- Specialist Card Account Maintenance at Bankmed: From 03/2024 till present.

- 1- Tasks: U.A.T Testing and Flows testing and campaigns.
- 2- Assist cards operations support unit on inquiries related to card maintenance.
- 3- Process client amendment requests received from branches, Medonline and call center.
- 4- Check amendment requests initiated by employers for prepaid income cards.
- 5- Execute modification requests received from branches and call center.
- 6- Process modifications related to card closure.
- 7- Follow up on missing documents required with branches.
- 8- Process manual adjustment entries.

-Contact Center Agent at Bankmed. From 09/2021 till 02/2024.

Tasks: ATM monitoring, customer service support, tracking card transactions, reporting account risks, finalizing statement of account, handling inbound and outbound calls and cards campaigns.

- Sales coordinator at goodies. From 01/2021 till 05/2021

Tasks: Data entry, cost control, coordination of orders, sales representative.

- Training at Banque du Liban. From July 2019 till August 2019.

- Skills: Responsible, organized, eager to learn, always looking to be better and improve my self to reach my goals.

- Languages: Arabic native language, Fluent in English.

- Certificates:

- 1) Sales team management training certificate from Hub spot Academy by Coursera at 2019.
- 2) IC3 Digital Literacy certificate from BAU University at 2018.
- 3) Financial Markets certificate at Yale University by Coursera at 2019.

