

MIREILLE SAADE

EXECUTIVE MBA

CONTACT

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PROFILE SUMMARY

Results-driven finance professional and former banker with a robust background in sales, telesales, and cash handling. Proven expertise in leveraging CRM systems to enhance client loyalty and drive sales performance. Experienced as a Junior Financial Officer and Office Manager, adept at streamlining operations and implementing effective marketing strategies. Committed to delivering exceptional client service and optimizing financial processes to contribute to business success.

EDUCATION

2020 - 2022

LEBANESE CANADIAN UNIVERSITY

- Executive MBA - High Distinction

2013-2016

LEBANESE UNIVERSITY - FACULTY
OF BUSINESS ADMINISTRATION
AND ECONOMICS II

- Bachelor of Business Management - High Distinction

CERTIFICATIONS

2019

ECOLE SUPERIEURE DES AFFAIRES-
E.S.A.

- Banking Ethics

2017

ECOLE SUPERIEURE DES AFFAIRES-
E.S.A.

- Lebanese Banking Regulations

2016

TANYA GHORRA

- Communication Workshop

2015

AMIDEAST

- Youth bootcamp: Communication and Presenting Skills

SKILLS

- Sales
- CRM and loyalty
- Time and stress management
- Effective Communication and public speaking
- Problem solving

LANGUAGES

- English: Fluent
- French: Fluent
- Arabic: Native

WORK EXPERIENCE

Publicis Groupe

2024 - PRESENT

Executive Financial Operations/ Office Manager

- Managing incoming and outgoing invoices, and expense claims
- Billing intercompany entities while meeting deadlines
- Generating and finalizing purchase orders
- Issuing outgoing payments
- Reconciliating vendors' statements of accounts with ours
- Creating and managing clients and vendors accounts on Altair
- Being the bridge linking media and finance team
- Acting as a primary point of contact for employees, addressing their concerns and complaints while providing valuable insights to HR on initiatives to enhance employee satisfaction and wellness.

Aramex

2021-2024

Operation Executive

- Resolving actively consignees' and shippers' complaints to build life long relationships
- Monitoring daily couriers performances ensuring the abidance to the internal audit's standards
- Issuing and analyzing daily and monthly reports.

Byblos bank S.A.L.

2017-2020

Customer Relationship Officer/ Teller

- Upselling and cross-selling clients
- Promoting bank's products to potential prospects
- Answering clients' enquiries and resolving their complaints
- Executing cash transactions, outgoing transfers, bankers checks, and settling clients' unpaid dues.

Byblos bank S.A.L.

2016-2017

Tele sales Junior Officer

- Transforming cold calls into fruitful interactions between existing clients/ prospects and a bank's end resulting in offering the correct product to the correct end user
- Reaching sales targets set for each campaign
- Maintaining a customer oriented relationship through post sale follow up.