

Ruba Mohammad Al Mouabbi

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Education

- 2022 Lebanese American University (Continuing Education Program)
 □□ Professional Digital Marketing Associate Diploma
- 2017 La Sagesse University, Lebanon (School Of Business)
 □□ Marketing
- 2011 Ras Beirut International School, Lebanon □□
 Lebanese Baccalaureate

Work Experience

- Feb'24 SMS Urban Management – Collection Administrator
- Daily follow up on collection & applying escalation to secure collection of budget funds.
 - Communicate with clients to resolve payment or other issues.
 - Prepare reports on collection activity and progress.
 - Collaborate with other departments to resolve billing discrepancies.
 - Follow up & coordination for timely and accurate invoicing of clients, especially with Accounting Department & Property Administrators.
 - Developing debt collection strategies and plans.
- Aug'23 - Oct International College (IC), **Lebanon** – HR Officer
- 2018 -2022 ARAB BANK PLC – Premium Customer Relationship Officer
- Provide exceptional quality service to new and existing Premium client relationships by providing them with the full suite of financial products & services based on their needs.
 - Maximize profitability and create client ownership by providing the highest level of customer service through continuous proactive sales calls & visits to existing and new clients.
 - Develop an action plan to broaden the existing client relationship by to acquiring new client relationships as well as new TMLs.
 - Achieve sales target in line with best practice standards of services and acting as a “Trusted Advisor” to the premium clients.
 - Adhere to premium service quality standards and comply with Premium policies and guidelines.
 - Update all clients’ files and ensure that all documents related to client are available in order to comply to KYC and AML Regulations.
 - Identify and acquire new Premium clients to achieve “New To Bank” targets as well as cross sell targets.

- Monitor own portfolio (portfolio management) by tracking the progress of Customer base, Asset Portfolio, Deposit Portfolio & Penetration Ratios of products and service.

April 2018 – June'18 International College (IC), **Lebanon** – HR CLERK

- Maintains up-to-date employee records
- Support HR operations
- Archiving and organizing folders for all employees
- Opens and reviews letters, emails and other correspondence pertaining to human resources.

Nov.2016 –Jan. '18 Abdallah El Hajj (Authorized Customs Broker) – Assistant Manager & Account Executive

- Manage the account goalposts and budget
- Work with NAJEM software used by the Lebanese Port of Beirut
- Imports customs account management
- Organizing all managerial paper work
- Prepare Statement of account, daily invoices recordings.

April '16 – Oct.'16 Cloud5 Project By Solidere – Secretary

- Scheduling, emailing, handling visitors and calls
- Data entries of daily invoices
- Preparing monthly cash flow of the company
- Dealing with the insurance company and preparing all necessary policies for all owned assets of the company.
- Scheduling appointments for new clients
- Organizing all managerial paper work
- Archiving and organizing folders for all clients

2014 – 2016 Beirut Exhibition Center (Solidere) – Public Relation & Customer Service

- Event Coordinator
- Press Secretary & Social media specialist
- Provide information for customers
- Take care of customer's needs
- PR & Communication

2013 – Jan.'14 Genesis Gym – Secretary

- Scheduling meetings for the manager and the board of directors
- Coordinating
- Archiving and organizing folders for all clients • Answering phone calls and emails.

2013 – Sept'13 Kidzmondo Lebanon – Educator at Albalad newspaper

2012	Hallmark, Lebanon – Sales Representative
2011	Thierry's Friends, Lebanon – Sales Representative

Extracurricular Affiliations

2023	Graphic Design Certificate from the GIZ
2020	Certificate of completion of AB PLC core, KYC, AML & CTF
2020	Association of banks in Lebanon (Certificate of attendance for AML)
2018	Certificate of completion of Information Security & Cyber Risk
2018	THE COUNCIL (Certificate completion in communication & body language 2016)
2013	Kidsproof certificate
2011	Community Service (Volunteer with the Dar Al Ajaza – Al Islamia Hospital)

Technical Skills and Languages

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- Fluent in English and Arabic (speaking, reading, writing)
 - MS office (excel, word, powerpoint , As400, Najem)

References available upon request