

Serge L. Lattouf

Address: Beirut, Lebanon | **Phone:** +961 76 824 636
Email: serge_lattouf@hotmail.com | **Nationality:** Lebanese

Summary

A dedicated and professional Client Operations Analyst with 9+ years of experience in the banking, accounting and coaching industries. Proven record of overseeing client support and operational processes. Effective leader who performs well in collaborative environment with managers, clients and coworkers. Adept at managing client relationships, optimizing operations, and ensuring efficient service delivery. Seeking to work in an environment that is conducive to my intellectual, professional, and personal growth, where I can contribute significantly to the growth of the team/organization with strong experience and expertise leading to success.

Experience

Client Operations Analyst – Financial/Data Analyst – 2023 to 2024

Profit Isle, Beirut, Lebanon

- Collect and upload data from clients to the system, configure and build it to obtain a detailed profit analysis while investigating any issue regarding this data (high/low profit/expense on any line) and trying to find a logic solution to it
- Build and maintain strong relationships with clients, serving as their primary point of contact within the organization while understanding client needs, preferences, and goals, and address inquiries and concerns promptly
- Collaborate with internal teams to ensure operational processes are efficient and effective in meeting client requirements while monitoring and facilitating the smooth execution of day-to-day operations
- Perform quality checks and inspections to ensure that operational processes and services meet quality standards while reporting and addressing deficiencies and non-conformances

Head Teller | Customer Relationship Officer– 2016 to 2022

Banque Libano-Française (BLF), Beirut, Lebanon

- Responsible for processing customers' financial transactions and providing banking services, including cash and check deposits and withdrawals, issuing bank checks, executing outward and inward transfers
- Responsible for managing branch vault and cash and replenishment of ATMs while overseeing the bank's cash drawer, ensuring it was balanced and maintaining appropriate cash levels for daily operations
- Managed customer complaints by finding suitable solutions aligning with the bank policy while providing account services to customers such as opening and closing accounts, issuing and delivering of credit and debit cards, creating an e-banking and supporting the retail team by selling insurance contracts to customers
- In charge of all credit-related obligations (loan payments, credit risk awareness, ratios, PD and many more) at the individual and SME level

Operations Manager | Assistant Branch Manager – 2022 to 2023

Banque Libano-Française (BLF), Hazmieh, Lebanon

- Assumed the role of the branch manager in their absence, taking on full responsibility for overseeing daily operations and ensuring the efficient functioning of the branch.
- Developed the leadership and decision-making skills, demonstrating my ability to manage a team effectively and maintain high operational standards, even in the absence of the principal operational or branch manager.
- Organized and supported the progress of the work with employees while constantly monitoring and delivering value.
- Understood the business' current process and requirements and integrating sets of data into frameworks used to develop practical solutions as well as technical assistance.

Assistant Accountant – 2016

Hanna & Co, Beirut, Lebanon

- Maintained the general ledger and prepared journal entries (Purchase, Sales, Assets, Expenses...) while generating and distributing accounts management reports

- Prepared financial statements using the chart of accounts while performing accounting analysis of accounts receivables and payables, cash accruals and reconciliations, trial balance, profit & loss (P&L) and closing balance sheet
- Prepared documentation and provided assistance during internal and external audits while ensuring that all audit-related requirements were met and audit queries were addressed promptly
- Remained updated on financial regulations and ensured the organization's compliance with relevant accounting standards while assisting with tax calculations, reporting and filings as needed

Receptionist – 2014 to 2016

Sporting High Gym, Beirut, Lebanon

Other Experience

Basketball Team Coach – 2014 to 2020

- Provided coaching and training to school and university basketball teams (Sporting High 5th division teams, AUL university team, LES school team), focusing on skill development, strategy, and teamwork.
- Conducted private coaching sessions for kids (under 18 men and women), emphasizing fundamental skills and fostering a love for the sport.
- Designed customized training programs tailored to the needs and skill levels of individual players.
- Demonstrated leadership and mentorship abilities, helping players develop both on and off the court.

In addition:

- Have been actively playing basketball for over 20 years.
- Competed in the Banks League and played for multiple teams in Division 3, 4, and 5.
- Demonstrated proficiency in basketball fundamentals, strategic understanding, and teamwork through extensive playing experience.

Gym Trainer – 2014 to 2016

Sporting High Gym, Beirut, Lebanon

Education

Executive Master of Business Administration (e-MBA) – 2019

Arts, Sciences and Technology University in Lebanon (AUL), Beirut, Lebanon

Bachelor of Business Administration (Banking and Finance) – 2016

Arts, Sciences and Technology University in Lebanon (AUL), Beirut, Lebanon

Certifications

- **Introduction to Basics of Finance – 2025**
- **Lebanese Basketball Federation Development Coaching – 2024**
- **Journalize & F.S. Course – 2022**
- **Accounting Software Back office (Wizard Solutions) – 2022**
- **How to Prepare for an Interview – 2022**
- **Man to Man Defense - Basketball – 2020**
- **BLF Journey to Excellence – 2019**
- **Les Bases Législatives et Réglementaires des Opérations Bancaires – 2019**
- **Lebanese Financial Regulations – 2017**
- **Basketball Coach – 2017**

Skills & Expertise

- Leadership
- Team Management
- Communication
- Business Development
- Problem Solving
- Project Management
- SaaS
- Blurring
- Citrix Systems
- SharePoint
- Policies & Procedures
- Microsoft Office
- Customer Service
- Time Management
- Wizard Software Solutions
- Swap System
- Temenos T24
- Financial It
- FircoSoft SAS
- SQL | BigQuery
- Quickbooks
- Dataflow

Languages

Arabic: Native | **English:** Fluent | **French:** Intermediate