

# FATIMA EL HUSSEIN

## Personal Banker

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🌐 <https://www.linkedin.com/in/fatima-harb-0035a0a0> 📍 Furn El Chebbak, Baabda, Lebanon

## SUMMARY

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Analytical, results-oriented professional with 8+ years of experience in providing financial services to a wide range of clients, outlining banking insights, potential risks and appropriate solutions. In-depth understanding of banking practices, financial products, risk mitigation and compliance regulations.

## EXPERIENCE

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### Personal Banker

#### Bank Audi S.A.L

📅 05/2023 - Present 📍 Bab-Idriss

- Managed debtor and creditor accounts and loans and provided customer service
- Maintained and abided by policies and procedures to ensure adherence to bank standards
- Resolved issues and complaints in a timely and professional manner
- cross-sold banking products, such as credit cards, fresh accounts opening
- Checked up on all opened creditor accounts, ensuring that all files were opened correctly and in compliant with Bank and audit regulations (supervisory task)
- followed up on branch's unpaid reports
- Handled the branch stock of debit and credit cards
- Updated customers' KYCs in an accurate manner

### Junior Personal Banker

#### Bank Audi S.A.L

📅 08/2022 - 05/2023 📍 Bab-Idriss

- Managed staff accounts and loans and provided customer service
- Maintained and abided by policies and procedures to ensure adherence to bank standards
- Resolved staff issues and complaints in a timely and professional manner
- handled cash and balanced till

### Bank Teller

#### Bank Audi S.A.L

📅 07/2021 - 08/2022 📍 Bab-Idriss

- processed transactions accurately and efficiently, ensuring that all transactions were completed in the established timeframe
- Handled cash and balanced till
- Followed bank security procedures to protect customer data and assets
- Resolved customer complaints in a timely and professional manner
- Provided excellent and professional customer service
- Reconciled account discrepancies and applied appropriate corrective actions
- Educated customers on bank policies and procedures

### Services & Support Officer

#### Bank Audi S.A.L

📅 11/2017 - 07/2021 📍 Beirut, Lebanon

- Handled and maintained branch stock of cards, certificates of deposits, checkbooks, and passbooks
- Cash handling and till balancing
- Followed up on unpaid bills, loans, and credit cards payments
- Issuance, maintenance, and cancellation of insurance policies
- Accounts maintenance

# EXPERIENCE

## Junior Customer Service Officer

Bank Audi S.A.L

11/2015 - 11/2017    Beirut, Lebanon

- Processed loans and credit cards applications and other paperwork in accordance with bank regulations
- Created reports and documents as requested by the office manager
- Utilized sales techniques and strategies to build customer relationships and close sales
- Handled customer complaints calmly and professionally, resolving customer issues in a timely manner
- Updated customers' KYC
- Educated customers on bank policies and procedures
- Mastered professional customer service and resolved customer issues, resulting in customer satisfaction
- Abided by bank security procedures to protect customer data and assets
- followed up on unpaid bills, loans and credit cards payments

# EDUCATION

## Bachelor in Banking and Finance

Beirut Arab University

10/2011 - 06/2015    Beirut, Lebanon

# TRAINING / COURSES

## Kiss Your Pitch Workshop

Bubleik S.A.L. Badaro

# LANGUAGES

Arabic	Native	English	Proficient	French	Intermediate
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# SKILLS

Adaptability	Teamwork/Collaboration	Problem-solving	Dependability	Flexibility
Time management	Dedication	communication skills	Analytical skills	Oracle flexcube