

FATIMA EL HUSSEIN

Personal Banker

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SUMMARY

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

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