

# ADAM SAAD



## PROFILE

Bank Teller with +6 years of experience providing excellent services to customers in a dynamic work environment. Solid communication skills, good interpersonal skills and fast in resolving customer complaints with excellent problem-solving skills. Seeking to use my skills to provide a positive experience at your firm.

## EXPERIENCE

### Bank associate

**Commercial bank of Qatar, Doha, Qatar | Aug 2024 - October 2024**

- Assisting clients in their banking online transactions
- Helping clients in avoiding financial losses due to fraudulent activities
- Creating periodical reports as per management requests

### Bank Teller

**Bank of Beirut and Arab countries, Sidon, Lebanon | Aug 2018 - April 2024**

- Providing account services to customers by receiving deposits and loan payments, cashing cheques, issuing savings withdrawals, recording night and mail deposits, and selling cashier's cheques, traveler's cheques, and series e bonds.
- Answering questions about account types and banking products, such as money market accounts, loans and credit cards.
- Scanning and Archiving the daily transactions of the branch through the utilization of Laserfiche software.
- Managing a group of clients' portfolios and promptly addressing their banking needs within the time constraints imposed by various BDL circulars.
- Reviewing clients' transactions that are related to specific BDL circulars and reporting any possible violations.
- Comparing the records to reconcile the branch's stamps, banker's cheques, and outward transfer documents.

**Middle East and Africa Bank, Sidon, Lebanon | Apr 2015 - Apr 2016**

- Checking on the status of customer accounts and tracking cheques and payments.
- Providing account services to customers by receiving deposits and loan payments, cashing cheques, issuing savings withdrawals, recording night and mail deposits, and selling cashier's cheques, traveler's cheques, and series e bonds.
- Reviewing and explaining account charges and daily banking transactions.
- Assisting banking customers who are victims of fraud, theft or identity theft.
- Assisting customers with replacing lost or stolen credit or debit cards.

### Logistics Controller

**International Press, Jiyeh, Lebanon | Sep 2014 - Mar 2015**

- Managing the movement of the final product up until the shipping phase.
- Maintaining close liaison with procurement and other warehouses to ensure that operations can meet the promised turnaround times.
- Collaborating with manufacturing engineers to eliminate any ambiguity in the bill of materials.

## CONTACT

### Contact

- 🏠 Saida , Lebanon
- 📞 +961 76 963996
- ✉ adam-saad@live.com

### Personal Information

- 🌐 Lebanese
- 👤 Single
- 🎂 March 25, 1989

## TECHNICAL SKILLS

- Integrated Centralized Banking System
- Citrix
- Worldox Document Management
- Laserfiche Document Management
- Microsoft dynamics AX
- Microsoft Office

## PERSONAL SKILLS

- Complete knowledge of bank regulations and policies
- Expert in customer service field
- Processing transactions and loans
- Capability to solve critical issues
- Communication skills
- Time management
- Teamwork
- Conflict resolution

- Overseeing a group of shipping staff and collaborating with the production office team.
- Performing data entry and updating multiple systems regarding the materials and resources that are accessible.
- Ensuring that the raw materials are transported to the production facility.
- Managing the inventory in the warehouse.

INTERNSHIP

Cedar White Bradley, Beirut, Lebanon

Accounting Intern | 2014 - 4 months

- Taking charge of revising the invoicing process for transactions with vendors and service providers in the intellectual property field.
- Managing the transfer of invoice data received through Outlook into the shared accounting system across the company's offices in the MENA region using Microsoft Dynamics AX.
- Performing daily updates to the invoicing system in DYNAMICS AX and ensuring regular reconciliation of vendors' accounts with our own.

Raei Hospital, Sidon, Lebanon

Accounting specialist trainee | Jan 2011 - Dec 2011

- Providing assistance in completing essential accounting tasks such as journal entries, ledger postings, and the preparation of trial balances and balance sheets.

HR Assistant Trainee | Jan 2010 - Jan 2011

- Managing employee files and maintaining the HR filing system while assisting with the smooth daily operations of the HR office.

EDUCATION

- **Bachelor of science in business management**  
Lebanese American University, Beirut, Lebanon | 2008 - 2011
- **Technical Baccalaureate Diploma in Accounting and Computer Science**  
National Evangelical Institute for Girls and Boys, Sidon, Lebanon | 2008

REFERENCE

References available upon request.

ADDITIONAL ACTIVITIES

- Used Cars Sales Representative | June 2016 - Feb 2018**
- Answer questions related to auto sales contracts and financing options.
  - Presenting used car features, options, and differentiating characteristics.

LANGUAGES

- English
- French
- Arabic