

VICKY EL HOKAYEM

Office Manager | Executive Assistant | Customer Relationship Manager

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PROFESSIONAL SUMMARY

Results-driven Office Manager and Customer Relations professional with 13+ years of progressive experience in executive support, financial services operations, and client relationship management. Demonstrated expertise in establishing and optimizing office operations from inception, managing C-suite calendars and strategic initiatives, and delivering exceptional service to high-net-worth clients in the fintech and neo-banking sectors. Proven track record in compliance management, fraud prevention, risk monitoring, and cross-functional team leadership. Skilled in implementing efficient administrative systems, managing complex budgets, coordinating international operations, and maintaining the highest standards of confidentiality and discretion. Recognized for solving complex operational challenges, driving process improvements, and building strong stakeholder relationships across multiple industries including financial services, construction, and non-profit organizations.

CORE COMPETENCIES

Office Management • Executive Support • Customer Relations Management • Compliance & Risk Management • Budget Management • Financial Operations • HR Administration • Recruitment & Onboarding • Vendor Relations • Travel Coordination • Event Planning • Crisis Management • Cross-functional Team Leadership • Cards Business Operations • SWIFT & Wire Transfers • Fraud Prevention • Neo Banking • Project Coordination • Confidentiality & Discretion

PROFESSIONAL EXPERIENCE

Office Manager | Customer Relationship Manager

SWIBAN SA, Geneva (Backoffice - Remote - Beirut, Lebanon) | March 2019 - November 2024

Office Management

- Established and launched Beirut office operations from inception, developing comprehensive administrative frameworks and operational procedures to ensure seamless business continuity
- Managed complete office setup including lease negotiations, furniture procurement, vendor contracts, and resource allocation while maintaining budget compliance
- Coordinated remote collaboration with Geneva headquarters, facilitating cross-border communication and ensuring alignment on strategic initiatives and daily operations
- Provided high-level executive support to Chairman and CEO, managing complex calendars, scheduling international conference calls, and coordinating critical business appointments
- Optimized office procedures and systems through continuous process improvement initiatives, increasing operational efficiency by streamlining administrative workflows
- Led the development and documentation of HR policies, procedures, and operational processes to improve compliance and organizational effectiveness
- Developed and executed comprehensive recruitment strategies across the full hiring lifecycle including job postings, candidate screening, interviewing, selection, and employee onboarding
- Implemented performance management systems in collaboration with department managers, establishing KPIs and conducting regular performance appraisals
- Administered payroll processing and benefits programs with accuracy and timeliness while maintaining comprehensive employee records, contracts, and HR databases
- Managed office financial operations including cash flow monitoring, expense tracking, invoice processing, and annual budget preparation
- Cultivated and maintained strategic relationships with suppliers, vendors, financial institutions, clients, and partners through proactive communication and professional liaison services

- Served as primary point of contact for employee relations, addressing concerns promptly and maintaining positive workplace environment

Customer Relations & Business Development

- Managed and coordinated team workflows ensuring adequate coverage, compliance with established procedures, and optimal resource allocation
- Conducted Enhanced Due Diligence (EDD) procedures and compliance reviews for corporate and individual account holders in alignment with international regulatory standards
- Oversaw comprehensive onboarding processes for corporate clients and account holders, ensuring regulatory compliance and smooth client integration
- Delivered tailored financial solutions to business accounts by analyzing client needs and objectives, resulting in enhanced client satisfaction and retention
- Led pre-sales activities including business presentations to prospective clients and strategic partners, contributing to new business acquisition
- Managed end-to-end card services operations including customer inquiries, dispute resolution, transaction monitoring, and account management while providing security guidance
- Monitored and verified SWIFT payment forms (MT103), coordinated wire transfers, and managed account activities in partnership with clients and payment operations team
- Identified, investigated, and resolved potential fraud cases through proactive risk monitoring, implementing preventive measures and coordinating with clients on security protocols
- Prepared comprehensive reports on client claims, documented discrepancies, and drafted policy recommendations to address operational challenges
- Ensured compliance with country-specific risk and regulatory requirements, escalating critical issues to senior management as appropriate
- Facilitated client meetings, prepared meeting documentation, and distributed minutes to stakeholders ensuring clear communication and accountability
- Analyzed business account performance metrics and prepared detailed reports for senior management review and strategic decision-making

Executive Assistant to the CEO

Badawi Azour Trading & Contracting (BATCO Group), Dbayeh, Lebanon | June 2011 - May 2018

- Provided comprehensive executive support to CEO including calendar management, meeting coordination, travel arrangements, and communication facilitation
- Managed all front office operations ensuring professional guest reception and effective visitor coordination to CEO's office
- Orchestrated complex international and domestic travel logistics including visa applications, hotel reservations, and itinerary management for CEO, family members, and executives
- Negotiated corporate travel partnerships with airlines and hotels securing favorable rates and service agreements
- Administered CEO's personal insurance portfolio including policy reviews, renewals, and cancellations ensuring continuous coverage
- Managed correspondence workflow including prioritization, routing, research coordination, and drafting responses to routine inquiries
- Prepared meeting materials including agendas, notices, minutes, reports, memos, and executive communications
- Created multilingual content including press releases and social media posts in Arabic, English, and French
- Served as primary liaison for third-party communications ensuring CEO directives were effectively communicated and executed
- Managed personal matters for CEO including family affairs, social activities, and NGO involvement with availability for urgent matters
- Administered headquarters petty cash and provided accurate financial reporting to accounting department

- Coordinated office facility management including workload distribution and staffing for support personnel
- Planned and executed comprehensive company events ensuring seamless delivery of corporate functions

Additional Professional Experience

- Administrative & Research Coordinator, Caritas Migrants Center (NGO), Sin El Fil, Lebanon (2010-2011)
- Project Coordinator, Terre Des Hommes Italy (NGO), Tripoli, Lebanon (2009)
- Researcher & Project Coordinator, LADE (NGO), Beirut, Lebanon (2005-2009)
- HR Manager & Paralegal, Hannouch Holding, Batroun, Lebanon (2006-2007)
- Paralegal, Saade & Debs Law Firm, Beirut, Lebanon (2003-2004)
- Assistant Professor in Regional & International Organizations, St. Paul University, Sagesse, Chevrolet (2003-2004 & 2009-2010)

EDUCATION

PhD in Political Sciences (In Progress)

Beirut Arab University, Lebanon | 2023 - Present

Master's Degree in Political Sciences

Lebanese University, Lebanon | 2005

Bachelor's Degree in Political and Administrative Sciences

Lebanese University, Lebanon | 1997

KEY ACHIEVEMENTS

- Successfully established Beirut office operations from ground zero, implementing efficient systems and procedures that supported business growth
- Delivered multilingual public speaking engagements and corporate training programs demonstrating strong communication and presentation skills
- Recognized for consistently exceeding client satisfaction metrics through exceptional problem-solving and relationship management
- Led strategic initiatives in compliance, risk management, and client onboarding resulting in improved operational efficiency
- Established reputation for reliability, discretion, and proactive leadership in high-stakes corporate environments

TECHNICAL SKILLS & TOOLS

Software & Platforms: Zendesk, Trello, Jira, Confluence, Investglass, SharePoint, Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Google Workspace | **Financial Systems:** SWIFT payment processing, Wire transfer management, Cards business operations, Neo banking platforms | **Specialized Knowledge:** Compliance management, Fraud prevention, Risk monitoring, Enhanced Due Diligence (EDD), AML/KYC procedures

LANGUAGES

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