



Rayan Mehieddine Haress

Professional Summary

Customer Service Representative bringing top-notch skills in oral and written communication, active listening and analytical problem-solving skills. Enhances customer experiences by employing service-oriented behaviors, understanding customer desires, and providing customized solutions to build loyalty.

Work history

Bankmed S.A.L - Customer Service Representative

2021 - 2025

- Managing 6000+ accounts
- Assisting our banking customers about all retail related inquiries - Opening of new accounts according to the rules and guidelines.
- Sales of housing loans, car loans and personal loans.
- Underwriting policies for both life and non-life policies on AXA's system by using direct selling techniques and market strategies.
- Following up with the weekly reports related to outstanding premiums and the renewed policies.
- Maximize the sales performance by establishing strong relationships with clients.

Bankmed S.A.L - Operations Support

2014 - 2021

- Domiciliation of salaries
- Domiciliation & Settlement of utility bills - Incoming & outgoing payment transfers/orders
- Issuance of banker checks.

Al Sultan Foods - Marketing Department

2011 - 2014

- Built and maintained relationships with vendors and partners.
- Conducted market research to identify customer needs.

Ecole Superieure Des Affaires (ESA) - Administrative Officer

2009 - 2011

- Assist the students (under & postgraduates) - Provide data to update the website.
- File and Archive Management documents
- Manage, organize and handle conferences, assemblies and related activities.

References

All references are available upon request.

✉ rayanharess@live.com

☎ +961 (3) 591 895

📍 Aramoun Lebanon

in <https://www.linkedin.com/in/rayan-haress-08502b3b/>

Skills

Multilingual proficiency in Arabic, English, and French

Proficient in retail banking services

Customer service expertise

Strategic account oversight

Experienced with Microsoft Office and Oracle FCUBS

Multilingual proficiency in Arabic, English, and French

EDUCATION

11/2025

Girne American University

Cyprus

PhD.: Management

01/2017

Sagesse University

Lebanon

Master's Degree: Marketing

01/2011

Sagesse University

Lebanon

Bachelor's Degree: Management

Personal Details

Date of Birth: 13/12/1989

Nationality: Lebanon