

AMAL BARADII

Officer, Internet and Mobile Banking Channels at BankMed

+961 76156315 amal.baradii@net.usj.edu.lb linkedin.com/in/amalbaradii Beirut, Lebanon

Summary

E-Banking Officer with hands-on experience in digital onboarding, back-end operational support, and system testing within the banking sector. Experienced in creating and maintaining corporate users following internal procedures and legal approvals, ensuring data accuracy and proper documentation. Strong ability to coordinate with technical and business teams, support feature rollouts, and maintain accurate records using CRM systems and dashboards.

Experience

E-Banking Officer, Internet & Mobile Banking channels

BankMed

Beirut, Lebanon

10/2025 - Present

- Overseeing the performance, functionality, and user experience of the MedMobile app,
- Managed daily digital banking operations including mobile and online banking services.
- Coordinated with technical and business teams to resolve operational issues.
- Creating and maintaining corporate users on the MedMobile app.
- Monitored dashboards to track system performance, user activity, and client engagement.
- Conduct system testing on DEV and UAT environments for new mobile and online banking features before production release.
- Participate in regular Zoom meetings with Oracle Corporation teams to review system performance, discuss technical enhancements, and optimize digital banking platform stability.
- Participate in UX/UI review and validation of new features prior to deployment, ensuring alignment with business requirements and user needs.

Team Leader Outbound Telemarketing - Contact Center

BankMed

Beirut, Lebanon

01/2025 - 09/2025

- Manage campaign schedules, delegate tasks, and ensure optimal team productivity.
- Maintained accurate CRM records and reports related to customer interactions.
- Analyze campaign data and generate performance reports to track team productivity and conversion rates.
- Lead a team of outbound telemarketers in executing customer outreach campaigns, ensuring daily targets and KPIs are met.
- Monitor live and recorded calls to provide constructive feedback and ensure compliance with bank policies and regulatory standards.
- Prepare and maintain detailed reports on team performance, campaign results, call metrics, and conversion rates.

Outbound Telemarketer - Contact Center

BankMed

Beirut, Lebanon

07/2023 - 12/2024

- Conducted targeted campaigns involving calls to over 50 clients.
- Introduced banking products and services to customers, coordinated daily operations and ensured timely follow-up with clients.
- Identified customer needs through effective questioning and listening.
- Maintained accurate records of interactions in the bank's CRM system.
- Created and managed reports and tracking sheets to monitor campaign performance.
- Managed inbox and alerts for prompt responses, ensuring efficient customer communication.

Administrative Assistant & Project management Intern

Makhzoumi Foundation

Beirut, Lebanon

07/2022 - 09/2022

- Provided support in organizing and coordinating events, meetings, and workshops.
- Maintained records, reports, and databases for easy retrieval of information.
- Conducted research and contributed to team projects.
- Participated in team meetings, contributing ideas and suggestions.

Trade Assistant Intern

Ministry of Economy and Trade

Beirut, Lebanon

06/2022

- Provided essential administrative support to the trade team.
- Conducted research on economic regulations and market data.
- Maintained accurate records and databases related to economic and trade activities.
- Compared market prices to Ministry-set prices to ensure compliance and inform decision-making.

Education

Master in Business and Management Saint Joseph University of Beirut	09/2023 - 06/2025
Bachelor in business administration and management Saint Joseph University of Beirut	09/2020 - 05/2023

Certificates

Banking Ethics - ESA Business School Comprehensive certification covering ethical decision-making in financial services, corporate governance, regulatory compliance, AML frameworks, and professional standards in banking operations.	11/2025
Certificate Of Appreciation - Best Performing Agent for Quarter 4 Comprehensive certification covering ethical decision-making in financial services, corporate governance, regulatory compliance, AML frameworks, and professional standards in banking operations.	12/2024

Skills

Customer Support, Leadership, User experience (UX) awareness, Data analysis and Dashboard monitoring, CRM system, KYC processes, Customer Data, Digital onboarding, Attention to detail, Sales, Telemarketing, Banking, Active listening skills Oral and written, communication Skills, Negotiation skills, Multitasking, Problem-solving, Customer service, Teamwork, Computer skills, Adaptability, MS Office, Time management, Analytical skills

Projects

Entrepreneurial competition from business idea to action

Had the opportunity to transform my team innovative business idea into actionable plans. The competition goal was to help us through the process of developing a viable business concept, refining it into a comprehensive business plan, and ultimately taking tangible steps towards implementation.

Languages

Arabic Native

French Native

English Advanced