

Gaby Trad

Email: gaby.trad@hotmail.com

Mobile: 961 70 048992

Date of Birth: 12 Feb 1993

Nationality: Lebanese

Education

- 2013 – 2015 **FS, Saint Joseph University, Beirut Lebanon**
Master's degree in Biomarketing
- 2010 – 2013 **FS, Saint Joseph University, Beirut Lebanon**
Bachelor's degree in Biochemistry
- 2009 – 2010 **Saint Elie Btina School, Beirut, Lebanon**
Lebanese official Baccalaureate in Life Sciences

Professional Experience

Apr 2023 – Present **MetLife, Beirut, Lebanon**

Portfolio Management Consultant

- Address customers' inquiries via phone calls by providing detailed information about insurance products, policy changes, renewals, and cancellations.
- Conduct analysis of existing investment portfolios to assess performance and alignment with the company's financial goals and regulatory requirements.
- Assist customers with filing claims, follow up on claim statuses, and foster a positive relationship between the customer and the company.
- Collaborate with other departments, such as claims, underwriting, and sales, to resolve customer issues and maintain up-to-date customer records in the company's database.
- Participate in team meetings and training sessions to enhance skills and stay updated on industry best practices and trends in portfolio management.

Mar 2022 – Mar 2023 **BLC Bank, Beirut, Lebanon**

Retail Pre- Recovery Officer – Credit Management Group

- Conduct custom follow up operations on delinquent clients and guarantor, consisting of phone calls & emails to inquire of their payment deadlines.
- Negotiate with clients, in case of financial incapacity, to pay-off their loans or reschedule their debt.
- Maintain accurate and up-to-date records of customer accounts and payment history.
- Handle complaints and resolving disputes in a professional and timely manner.

Dec 2015 – Feb 2022 **BLC Bank, Beirut, Lebanon**

Contact Center Officer - Retail Banking Group

- Manage large amounts of inbound and outbound calls in a timely manner.
- Identify customer's needs, clarify information, research every issue, and provide solutions.
- Maintain a friendly and positive attitude whilst assisting customers with their banking needs.
- Extensive experience of handling loan payments, customer's claims, cards, and ATM problems.

Nov 2014 – Mar 2015 **Catafago & Co, Beirut, Lebanon**

Sales Representative

- Present, promote and sell products using solid arguments to existing and prospective customers.
- Supply management with reports on customer needs, problems, interests, competitive activities, and potential for new products and services.

Languages & Technologies

- Arabic, French, English

- MS Office: Word, Excel & PowerPoint

Reference

Available upon request