

ELIE ISSA YACHOUH

CONTACT

+961 03 122 232

yachouh.eli@gmail.com

Beirut, Lebanon

KEY SKILLS

- Project Coordination and Management
- Client Relationship Building
- Sales and Negotiation
- Analytical Problem-Solving
- Communication and Interpersonal Skills
- Process Optimization and Efficiency
- Team Leadership and Training
- Adaptability and Resilience

SOFTWARES

- Dataflow
- Active services
- IOS operator system
- Adm
- Marketflow
- Cs5
- Minesat
- Microsoft Office
- Finesse
- CmWeb
- SPSS
- Canva

LANGUAGES

Arabic	◆◆◆◆◆
English	◆◆◆◆◆
French	◆◆◆◆◆

PROFESSIONAL SUMMARY

A motivated professional with a Master's degree in Assets Management, specializing in operations, client relationship management, sales and procurement. Known for a strong work ethic, combining analytical skills, creativity, and exceptional communication to drive results and excel in fast-paced environments. Passionate about personal development and leadership.

PROFESSIONAL EXPERIENCE

Associate in Operations & Settlement department Investment & Capital | FFA Private Bank

Beirut, Lebanon

June 2019 - Present

- Managed operations and settlement activities for US, European, and Asian markets, including orders, options, and equities, for both the Lebanese headquarters and the sister company in Dubai.
- Processed dividend payments from international markets to shareholders with 100% accuracy, ensuring seamless execution across both entities.
- Coordinated with banks and counterparties abroad for both Lebanon and Dubai branches to maintain smooth operations.
- Supported the Banking Unit in executing Forex orders and managing cash flow effectively in collaboration with the Dubai branch.
- Handled the booking of futures contracts and BSE transactions, leveraging expertise across both markets.
- Collaborate with advisors and system providers to analyze processes, and enhance efficiency, to develop strategic improvement in our operational system.
- Maintained oversight of corporate actions, including mergers, acquisitions, and capital gain distributions, ensuring compliance across jurisdictions.
- Bring in new clients, while maintaining strong connections between my PR and bank brokers, ensuring trust and satisfaction across various markets.

Procurement Specialist - ProQ

Beirut, Lebanon

September 2023 - Present

- Successfully settled deals with suppliers, negotiating terms and conditions to secure advantageous agreements for ProQ.
- Cultivated and maintained strong relationships with suppliers.
- Prioritized customer satisfaction by identifying and procuring products that precisely met the needs and preferences of our clients.
- Crafted tailored procurement offers for customers, ensuring competitive pricing and value-added services to meet or exceed their expectations.
- Committed to finding the best prices for customers by conducting in-depth market research, negotiating with suppliers, and identifying cost-effective procurement solutions.

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Real Estate Training Specialist - LOCALS

Beirut, Lebanon

January 2023 - September 2024

- Recruited and trained real estate agents, focusing on enhancing their skills in client communication and deal settlement.
- Conducted training sessions to teach agents the best practices for farming houses and working specific areas.
- Built and maintained a strong network within the real estate industry, facilitating professional growth and opportunities for agents.

Contact Center – Alfa CSR

Beirut, Lebanon

April 2017 - June 2019

- Resolved client issues with an 80% KPI success rate, handling an average of 30 calls per hour.
- Negotiated solutions for VIP clients, enhancing satisfaction and retention.
- Participated in advanced communication and customer service training sessions.

EDUCATION

Masters degree in Financial Asset Management

University of Saint-Joseph - Beirut

2021-2023

Bachelor's degree in Business Administration

University of Saint-Joseph - Beirut

2015-2018

High School

College Sagesse Achrafiyeh

2011-2015