

Iris Eid

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Professional Summary

Senior banking professional with 15+ years of experience in customer service, relationship management, and business development across top international banks. Skilled in compliance, financial regulations, and delivering exceptional client experiences. Proven track record in driving sales growth, managing high-value clients, and leading cross-functional collaboration.

Work Experience

Senior Customer Service Officer – BLOM Bank – Mansourieh, Lebanon (Jun 2017 – Present)

- Manage daily banking operations, account openings, and customer transactions for individuals and corporates.
- Ensure compliance with regulatory procedures and customer due diligence.
- Cross-sell banking products (cards, loans, insurance).
- Supervise ATM refills and approve internal transactions.
- Resolve customer complaints by providing tailored banking solutions.

Business Development Manager – HSBC – Beirut, Lebanon (Dec 2011 – Jun 2017)

- Developed new business opportunities with top corporate clients in Lebanon.
- Designed and presented tailored banking solutions to increase client penetration.
- Supported branch staff in cross-selling profitable products.
- Negotiated competitive offers and organized corporate events to expand client base.
- Strengthened interdepartmental collaboration to reduce risks and customer complaints.

Relationship Manager (Mass, Advance & Premier Clients) – HSBC – Beirut, Lebanon (Feb 2008 – Dec 2011)

- Managed portfolios of high-value local and international Premier clients.
- Achieved sales and profitability targets by promoting financial products.
- Ensured compliance with local and international banking regulations.
- Delivered exceptional customer experiences to strengthen brand loyalty.

Sales & Marketing Assistant – Uniceramic – Hazmieh, Lebanon (Dec 2005 – Jul 2007)

- Prepared sales reports, forecasts, and market analysis.
- Maintained ISO 9001-2000 procedures.
- Supported marketing, sales, and export managers.

Customer Relations Officer – Platinum Resorts International – Adonis, Lebanon (Feb 2005 – Dec 2005)

- Handled international travel reservations and after-sales customer service.
- Managed customer database and collections follow-up.

Education

MBA, Marketing – Notre Dame University (2007)

BS, Business Computing – Notre Dame University (2004)

BAC II, Experimental Sciences – Ecole Des Filles De la Charité (2000)

Certifications & Training

- Anti-Money Laundering, Anti-Bribery, Customer Solutions, Lebanese Financial Regulations – HSBC (2012)
- Financial Regulations, Securities & Investment, Wealth Management – ESA (2009)

- Compliance, Risk, Business Continuity, Fraud Prevention – HSBC (2008)

Skills

- Banking & Finance: Customer Service, Relationship Management, Compliance, Business Development
- Technical: Microsoft Office, Outlook, Social Media Tools
- Languages: Arabic (native), English (fluent), French (intermediate)