



PROFILE

Experienced motivated banker , sales, customer service specialist with a demonstrated history of working in the executive office industry .Skilled in Business planning , Strategic Planning ,Strategy and Finance. Strong community and social services professional with a Master of Business Administration (MBA)focused in Management.

CONTACT

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HOBBIES

Reading
Traveling
Swimming

LARA ISKANDARANI

Customer Relationship Officer

EDUCATION

Sagesse University

2020 - now

Master of Business Administration (MBA)focused in Management

Sagesse University

2014 - 2017

Bachelor in Business-Banking and Finance (distinction list GPA 3.6)

Ecole des Sœurs de la Charité de Besançon- Baabda

2001-2017

Life Science, Lebanese Baccalaureate

WORK EXPERIENCE

Arab Bank PLC – customer relationship officer

2017-Now

Recommending and explaining banking services and products to clients based on their needs.

Managing client bank accounts ,including opening and closing accounts and overseeing transactions

Presenting and selling banking services and products to existing and prospective clients

Fatal – Teleperformance - Customer service

2016–2017

Integrated a complex customer feedback system in order to manage the system better.

Organized the influx of customers, consequently, streamlined workflow issues.

A to Z office supplies - Accountant

2015–2016

Analyzed balance sheet accounts, and posted monthly journal entries
Communicated with external parties to reconcile account problems within 48 hours

Jacadi - sales associate

2014–2015

Proactively interact with customers to recommend products that best suit their tastes, interests and needs achieving a more than 98% in customer satisfaction rate.

Preserve up to date knowledge and information about the latest products or upcoming releases to effectively assist customers with various product related concerns by providing accurate details.

SKILLS

Computer proficiency
Problem solving abilities
Planning and organizing
Time management

CERTIFICATIONS

Legal aspects of banking operations
Fighting money laundering
Banking Ethics
Lebanese financial regulations

COMPUTER SKILLS

Adobe Photoshop
Microsoft: Access, Word, Excel, PowerPoint and all Internet functions.

LANGUAGES

Arabic –Advanced English – Advanced French– Advanced

REFERENCES

Available upon request