

Juliana A. Geha

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CAREER OBJECTIVES

To secure a responsible career opportunity, where I can fully utilize my education, experience and management skills, while making a significant contribution to the success of my employer.

PERSONAL INFORMATION

- ☐ **Date of Birth:** 10th Aug. 1991
- ☐ **Nationality:** Lebanese
- ☐ **Marital status:** Single

EDUCATION

- | | |
|---------------------|--|
| Feb 2016- July 2018 | <i>Lebanese American University (LAU) – Beirut, Lebanon</i>
Masters of Business Administration (MBA)- G.P.A: 3.6/4 |
| Feb 2009- Feb 2013 | <i>Lebanese American University (LAU) – Beirut, Lebanon</i>
Bachelor of Science in International Business- Honor List |
| June 2009 | <i>Cadmous College- Tyre, Lebanon</i>
Lebanese Baccalaureate in Life Science |

WORK EXPERIENCE

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| October 2017 – April 2019 | Customer Service Representative- CreditBank s.a.l |
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- Providing high-level customer service.
 - Cross-selling bank products and services based on customer needs in accordance with the banks' program standards.
 - Acting as an advisor and problem solver for customers.
 - Dealing with high-net worth clients.
 - Acting as a liaison, providing product/services information and resolving any emerging problems that customer accounts might face with accuracy and efficiency.
 - Building sustainable relationships and trust with customer accounts through open and interactive communication
 - Handling customer complaints and providing appropriate solutions and alternatives within the time limit.
 - Handling retail credit analysis prepared at the branch level.

June 2015 – January 2017

Customer Service Officer- MEAB Bank s.a.l

- Dealing with high-net worth clients.
- Building strong professional relationships with clients.
- Acting as an advisor and problem solver.
- Understanding needs of core and emerging customers who have the potential for future growth.
- Marketing and cross-selling the bank's retail products, including housing, car, and personal loans as well as debit and credit cards, phone banking, insurance and saving products
- Processing checks, cash and direct debit payments and withdrawals
- Setting up and maintaining customers' accounts
- General administration tasks such as maintaining records, opening post and sending letters to customers

January 2015 – June 2015

Teller- BLOM BANKS.a.l

- Provides account services to customers by receiving deposits and loan payments
- Cashing cheques
- Issuing savings withdrawals
- Recording night and mail deposits
- Selling cashier's cheques
- Traveler's cheques
- Cross-sells bank products by answering inquiries
- Completes special requests by closing accounts
- Exchanging foreign currencies
- Completing safe-deposit box procedures

INTERNSHIP

July 2011 – August 2011

Bank Audi s.a.l

- ☐ Teller and customer service officer Acquired new clients
- ☐ Introduced new products
- ☐ Assisted the cashier
- ☐ Assisted the Customer Service Officer in giving credit cards and loans

Feb 2013 – March 2013

Ghorayeb International Freight (GIFCO)

- ☐ Customer service coordinator
- ☐ Shipping containers (sea and air) Import and export
- ☐ Arranging packing list and invoice

SOCIAL ACTIVITIES

- Member in "Music Club" at LAU organizing event for charities
- ☐ Member of the Saint Jude- Cancer Center for kids 2009

AWARDS & HONORS

- Graduated with Honors List, Lebanese American University
- Placed on the distinction list , Lebanese American University

COMPUTER SKILLS

Microsoft word, Excel, PowerPoint, ICBS, internet surfing

LANGUAGES

- ☐ Arabic (Native)
- ☐ English (Fluent)
- ☐ French (Fluent)

INTERESTS

Aerobics, Traveling, Music