

# Dalia Bou Hassan

## Customer Service Representative

Phone number:  
96176695454

Email:  
[daliaabohassan@gmail.com](mailto:daliaabohassan@gmail.com)

Address:  
Beirut- lebanon

LinkedIn:  
[www.linkedin.com/in/dalia-bou-hassan-89016a1a3](https://www.linkedin.com/in/dalia-bou-hassan-89016a1a3)

### Education

2016: BA in human resource management- AUL university

2013: Lebanese Baccalaureate in sociology and economy- Shouf National College

### Career Objective

After 3 years of working in banking sector in the digital department as a customer service agent in diverse professional settings, I'm seeking to widen my experience, skills and knowledge in a well recommended organization

During my pervious role i was in charge of handling customer questions and concerns in timely and professional manner. I have developed many skills and knowledge in most departments to best serve the clients or address them to the best solution. I enjoy working with others, resolving customer inquiries and building feedback systems that help raise satisfaction rates

### Experience

*October 2018 til Today*

**Customer Service Representative at BBAC Bank, Lebanon**

**Role :**

Handling all customer issues related to their cards and their e-banking. Monitoring all cards transactions reviewing suspicious activity, reversing transactions and reissuing compromised debit and credit cards. Responsible for identifying and escalating customer issues to the appropriate bank department. Providing information on bank products and services, including money market accounts, loans, credit cards, and savings account

*May 2016 till December 2017*

**Telemarketing Officer at Smart source company, Lebanon**

**Role :**

Handling customer's complaints and addressing them to the best solution. providing the telemarketer's with their schedule and supervising their work

---

---

## TRAINING AND CERTIFICATIONS

August 2016: Internship at Banque du Liban

July 2016: Certificate of proficiency in English from Garnet Education

September 2017 : Establishing Small Business by Nawaya network

November 2018 : Call Center for Success by Formatech Learning Center

---

## Skills

- mastering face to face and through phone communication
- Time and priority management
- Work under pressure
- Business etiquette and professionalism
- Handling complaint and problem solving
- Customer Service

---

## References

Available upon your request

---