

FADI BOUTROS FARES

OBJECTIVE

To pursue my career in a well-developed, trustworthy, and reputable company where I can practice my skills and increase my experience.

PROFILE

- Profound database management skills.
- Remarkable ability to communicate effectively, both orally and in writing.
- Complete knowledge of supplies, equipment's and services ordering and inventory control.
- Excellent ability to work under pressure. And to diagnose and handle the problem independently.
- Deep ability to compile information and prepare reports.
- Ability to grasp and to learn.

EDUCATION

Bachelor of Business Administration - 2017

American University of Culture & Education (AUCE).

Lebanese Official Bacc. II with emphasis on Socio-Economics - 2014

Antonines Sisters School, Jamhour.

WORK EXPERIENCE

Bank Audi Head Office Palladium Bldg. (internship).

May 2018 – Present - (Quality Control and Assurance Department).

- Customer Service & Relations
- Banking services enrolment
- Loan and Credit cards application
- Participate in internal missions for reorganization and development projects
- Provided solution to complicated problems
- Kept up the internal quality level
- Prepared weekly quality reports
- Monitor and follow-up on performance evolution
- Assure customer satisfaction taking corrective and preventive actions following customer's complaints, feedbacks, field visits, etc.
- Monitor & control the pre-set standards and the performance of the branches via different tools (Quantitative & Qualitative studies & surveys).

Blom Bank (stage)**August 2014 – February 2017 - Sales Force Department**

- Managing the insurance sales in Blom Bank in different branches of the banks (Been nominated as Number one sales person from the first month)
- Managing the customer complaints and finding resolutions.
- Attained existing client financial targets and generated new client base.
- Designed and proposed various banking insurance plans to management and individual customers.
- Oversaw trading and sales departments.
- Participated in capital markets securities exchange and securities issuance processes.
- Coordinated sales activities with marketing executive team.
- Assisted customers with deposits withdrawals and opening new accounts.

Allianz SNA Insurance, Beirut - Lebanon. (stage)**July 2011 – May 2014 - Non Life Department**

- Issuance and filing all the non-life policies: Car insurance, Home insurance and Domus insurance.
- Correspondence with Agents and Brokers.

COMPUTER SKILLS

Microsoft Word, Excel, Power Point, and Internet.

LANGUAGES

Arabic : Mother tongue
French : Fluent
English : Very Good

HOBBIES

- Reading intellectual articles
- All kind of sports: Basketball, football, camping.

REFERENCES

- Mrs. Caroline Mouhaweg: (Head of Business Centre Individual Allianz SNA): 05/422222.
- Mrs. Fadia Haddad: (Head of Collection) – (Blom Bank) : 03/569971.
- Ms. Pascale Wakil: (Senior Quality Control & Assurance) (Bank Audi): 01/994000.