

## **AMANI ZAHARAN**

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**Beirut, Lebanon**

### **PERSONAL DETAILS**

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**Birth date:** 13/3/1995

**Nationality:** Lebanese / American

**Gender:** Female

**Marital status:** Single

### **OBJECTIVE**

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Seeking a challenging job in a dynamic work environment in Human Resources, Marketing and Business Development

### **EDUCATION**

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**American University of Beirut- Beirut, Lebanon (2020- Current)**

Master's in Human Resource Management

**Rafik Hariri University- Mechref, Lebanon (2013-2016)**

BA in Business Management

### **WORK EXPERIENCE**

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**Arab Bank, Beirut, Lebanon (Dec. 2016-Current)**

*Corporate Services Officer- (May 2020- Current)*

- Provide corporate customers with high quality service that meet client's requirements and exceed their expectations.
- Identify customer needs and fulfill them with proper bank's products and services
- Handle and manage corporate customers requests, inquires , calls and emails related to their accounts, products and services
- Receive trade finance requests and accomplish them in an accurate and timely manner

*Customer Services Officer (Head Teller)- (Dec. 2016-May 2020)*

- Manage all branch cash handling and other teller related transactions in accordance with branch targets.
- Apply strong verbal and listening skills to reflect friendly, positive, and knowledgeable disposition and a commitment to customer service.
- Identify suitable opportunities to cross-sell products or services offered to customers
- Oversee branch vaults and ATM cash transfers and report to certify accuracy and review security procedures.
- Take decisive action to ensure speedy resolution of unresolved grievances or conflicts within the team members

## **INTERNSHIPS**

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### **Deloitte&Touche, Beirut, Lebanon (Nov.-Dec. 2016)**

#### *Human Resources Intern*

- Deliver efficient and effective HR services (performance assessment, staffing & development, case management, policy interpretation)
- Retain historical human resource records by designing a filing and retrieval system and keeping past and current records
- Assist in the recruiting and hiring process, including posting job openings, reviewing resumes, and conducting phone screens.
- Work closely with HR Manager in face-to-face interviews and the selection new recruits
- Participate in organizing company events and careers days
- Manage and resolve employees' related issues and inquires

### **Crowne Plaza Hotel, Beirut, Lebanon (May-July 2016)**

#### *Human Resources Intern*

- Use management information systems for payroll and time attendance
- Maintain and update files including employees' records, policies and other personnel matters
- Responsible for opening and closing files of new current and previous employees
- Organize and execute in-house employee events and holiday celebrations
- Coordinate with HR team on solving lockers issues
- Overall rotation through different departments like finance, marketing, front desk, kitchen

## **SKILLS**

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**Language:** Fluent in English, Arabic with basic knowledge in Spanish

**Software skills:** Excellent use of MS Word, Excel and PowerPoint

**Soft skills:** Ability to handle multiple tasks, work individually and in teams, ability to work under pressure, creative and proactive

## **AWARDS & CERTIFICATES**

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**Lebanese Financial Regulations Certificate, ESA (April 2018)**

## **INTERESTS**

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Swimming, photography and reading

## **REFERENCES**

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Available upon request