

REINE BEYDOUN

+961 76 588 462 · reinebeydoun@hotmail.com · [Linkedin](#)

Beirut, Lebanon

Holder of a Master's degree in Leadership and Human Resources Management, with over five years of client-facing experience in the banking and media sectors. Passionate about people and organizational growth, with a strong desire to apply interpersonal skills and analytical thinking in an HR role focused on recruitment, talent development, and employee engagement.

EDUCATION

Master in Leadership and Human Resources Management Université Saint-Joseph de Beirut (USJ)	Sept 2020 - July 2022
Bachelor in Banking Studies Université Saint-Joseph de Beirut (USJ)	Sept 2017 - July 2020
French Baccalaureate with a concentration in Economics and Sociology Grand Lycée Franco-Libanais (GLFL)	July 2017

WORK EXPERIENCE

Human Ressources Experience

Banque Bemo SAL HR Intern	Oct 2021 - Nov 2021
<ul style="list-style-type: none">Reviewed CVs and shortlisted qualified candidates based on job criteria.Developed new assessment tests to evaluate potential candidates.Contributed to various stages of the recruitment cycle including interviews and documentation.	

Other Professional Experience

L'Orient-Le Jour Customer Relationship Representative in the Marketing Department	Sept 2023 - Present
<ul style="list-style-type: none">Conducting daily follow-ups with subscribers to ensure timely renewal of subscriptions.Ensuring high levels of customer Retention rates by understanding their needs and preferencesDeveloping daily newsletters as part of our marketing strategy to attract more potential customers.	

Banque Bemo SAL Teller/CER	Nov 2020 - Aug 2023
<ul style="list-style-type: none">Processed banking transactions such as deposits, withdrawals, check deposits, tax payments, and the issuance of certified bank checks, while ensuring accuracy and compliance with banking regulations.Provided exceptional customer service by addressing client inquiries, resolving discrepancies, and promoting a positive banking experience.	

Société Générale de Banque au Liban (SGBL) Teller	April 2019 - Jan 2020
<ul style="list-style-type: none">Managed customer accounts, including processing payments, transactions, transfers, and checks, while promoting banking products and providing customer advice.Assisted diverse clients, including corporate, retail, SMEs, and high-net-worth individuals.	

Data cleansing officer - OLEA program	May 2018 - April 2019
<ul style="list-style-type: none">Updated and corrected customers' KYC forms, ensuring compliance with new banking guidelines, and followed up for renewals and document validation.	

KEY COMPETENCIES & SKILLS

Communication	Teamwork	Data Analysis
Interpersonal Skills	Adaptability	Attention to Detail
Confidentiality	Problem-Solving	Time Management

Languages: Fluent in French, Arabic and English

Computer skills: MS Word, Excel, PowerPoint, Visio