

- CHADI AFTIMOS -

Senior Customer Service

11 years of experience

Forn El Chebbak, Lebanon • (+961) 78815818 • Chady.aftimos@hotmail.com

- ▶ Highly experienced Senior Customer Service professional with over 11 years of experience in providing exceptional customer service and support. Possesses a strong track record of building productive relationships with customers, resolving complex customer concerns and issues, and utilizing advanced problem-solving skills to find creative solutions.

PROFESSIONAL EXPERIENCE

Banque Libano-Francaise, Sein El Fil-Lebanon • Relationship Manager – SME Division 2016 – Oct 2022

- ▶ Secured new clients through developing relationships and providing financial advice, which led to a 10% net increase in the corporation's yearly portfolio.
- ▶ Assist with the preparation of customer credit proposals, presentations, and other related materials.
- ▶ Participate in customer visits and meetings to develop relationships and discuss customer requirements.
- ▶ Prepare and present periodic management reports on customer activity.
- ▶ Ensure all customer transactions are in line with the bank's internal policies and procedures.

Banque Libano-Francaise, Mansourieh-Lebanon • Customer service – Retail 2013 - 2016

- ▶ Update customer information in the bank's database.
- ▶ Maintain a thorough knowledge of bank products and services.
- ▶ Resolve customer complaints in a diplomatic and efficient manner.
- ▶ Ensure that banking areas are well-stocked and orderly.
- ▶ Protect bank assets and confidentiality of customer information.

Banque Libano-Francaise, Mansourieh-Lebanon • Cashier/Teller 2011 - 2013

- ▶ Process deposits, withdrawals, transfers, and other financial transactions accurately and efficiently.
- ▶ Assist customers with opening and closing accounts, applying for loans, and other banking services.
- ▶ Ensure compliance with applicable banking laws and regulations.
- ▶ Balance cash drawers and reconcile discrepancies.
- ▶ Maintain accurate records of all transactions.

Triple J, Forn El Chebbak- Lebanon • Sales Manager

2008 - 2011

- ▶ Process deposits, withdrawals, transfers, and other financial transactions accurately and efficiently.
- ▶ Assist customers with opening and closing accounts, applying for loans, and other banking services.
- ▶ Ensure compliance with applicable banking laws and regulations.
- ▶ Balance cash drawers and reconcile discrepancies.
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CERTIFICATES

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| ✓ Certificate in the Fundamentals of digital Marketing | 2021 |
| ✓ Certificate in Bank Credit | 2019 |
| ✓ Certificate of Lebanese financial Regulation | 2018 |
| ✓ Certificate in Credit and Relationship Management, 6 Sigma | 2017 |
| ✓ Certificate in "How to turn a difficult customers as potential Opportunities Program" | 2017 |

EDUCATION

Master Degree (MBA) General Business • Sagesse University, Furn Chebbak - Lebanon
2019(2015-2019)

Bachelor Degree in BA Finance • Lebanese University, Achrafieh - Lebanon
2011(2008-2011)

School Diploma • College Elysee, Hazmieh – Lebanon
2006(2006-2008)

SKILLS

- ▶ Teamwork
- ▶ Leadership
- ▶ Problem Solver
- ▶ Time Management
- ▶ Microsoft Word
- ▶ Negotiator

- ▶ Communicator
- ▶ Good Analysis
- ▶ Microsoft Excel
- ▶ Sales
- ▶ Microsoft PowerPoint

LANGUAGE

Arabic – Fluent

English - Fluent

French - Fluent