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Summary

Experience in retail loans granting studies and customer service with a demonstrated history of working in the banking industry and telecom company. Skilled in financial analysis, risk Management and building up strong relationship with clients. Strong finance professional with a Bachelor's degree focused in banking and financial science from The Higher Institute of Business Administration.

Experience

Retail Product and Services Officer

Arab Bank

Jun 2021 - Oct 2023 (2 years 5 months)

Reviewing loan applications.

Gathering and analyzes loan applicants' financial data to evaluate financial situation and risk.

Preparing of retail department recommendation whether to grant, increase or adjust.

Circular approval for granting the loan.

Preparing periodic reports.

Following-up of due installments and early repayments.

Help to train new employees and inform them about the policies and procedures.

Customer Relationship Officer

Arab Bank

Dec 2019 - Jun 2021 (1 year 7 months)

Presenting of bank products included: opening bank accounts, checkbooks, deposits, personal loans and safe boxes.

Build strong relationships with clients and maintain it.

Help to train new employees and inform them about the policies and procedures.

Ensure the quality of services.

Checking reports for checkbooks.

Preparing periodic Statistics.

Call Center Representative

Syriatel Mobile Telecom

Aug 2018 - Oct 2019 (1 year 3 months)

Helping customers with their questions.

Providing support about services.

Resolve customer inquiries and concerns.

Providing helpful solutions to customers' problems.

Build up strong relationships with customers

Education



Higher Institute of Business Administration

Master's degree, Finance and Banking

Modules included : Risk Management, Financial Analysis, Derivatives, Portfolio Management, Financial Management, Financial Markets, Time Series.



Higher Institute of Business Administration

Bachelor of Business Administration - BBA, Finance and Banking

Modules included : Macro/Micro economics, Fundamental of Finance, Financial Analysis, International Finance, Insurance, Banking, Accounting, Business Management.

Extra-Curricular Courses

- Quality Management Standards
- Exceptional Customer Service
- Intermediate Accounting
- Bank Credit Management
- Comprehensive Banking Program
- Communication Skills
- Oracle
- Excel Advanced
- The Art of Effective Sales
- International Computer Driving license (ICDL).

Language Skills

- Arabic: Native
- English: Fluent (Speaking-Reading-Writing)
- French: Intermediate

Skills:

- Strong communication, both written and verbal
- Strong time management and multitasking skills
- Great active listening skills
- Attention to detail
- Analytical and critical thinking skills
- Proficiency teamwork.
- Ability to work under pressure.
- Comfortable working in fast-paced environments