

Firas Sabbagh

Back Office Manager (FOREX)

Address Bursa-Nilüfer-Beşevler, Bursa, 16, 16340

Phone 00905355939175

E-mail firasabbagh@hotmail.com

Experienced Office Management and Administration Professional with 9 years of experience optimizing productivity, efficiency and service quality across various environments. Highly dependable, ethical and reliable support specialist and leader that blends advanced organizational, technical and business acumen. Works effectively with cross-functional teams in ensuring operational and service excellence.



Skills

Strategic planning

Staff management



Work History

Feb 2014 - May 2018 **Back Office Manager**

FXCENTUREY, Egypt , Cairo

- Processing Daily Transactions (Deposit, withdrawal, credit, bonus) into the Company's software meta trader.
- Process applications for the opening of new client's accounts and Introducing Broker into the Company's software meta trader.
- Makes daily reports and send it to CEO
- Assisting Clients with General Inquiries.
- Amend existing Client Accounts (i.e. Valid Documents, updated information).
- Amend client's accounts (e.g. leverage, profile etc.) into the Company's software.
- Process Power of attorney's sent by clients.
- Provide information to Clients and prospects regarding the Company and guiding them on how to open an account.

- Answer all emails received from clients regarding queries on account opening process as well as amending existing accounts.
- Ensure that all necessary documentation is collected and update the Company's software about the collection of these documents.
- Forward financial matters and requests (e.g.credits) to the Accounting Department.

**Feb 2010 -
Nov 2013**

Customer Service Call Center Agent

MONEY TRADING FX, Jordan, Amman

- Assist clients worldwide through a live support
- Answer e-mails, assist with the opening of client accounts, amend existing accounts, maintain client records and liaise with appropriate departments
- Support clients with technical and troubleshooting issues
- Report to the management
- Provide support and troubleshooting on MetaTrader platforms
- Liaise with all departments to resolve issues
- Liaise with the Compliance Officer regarding complaints and approval of accounts
- Provide all relevant information to clients regarding documents and materials for becoming a client



Education

**Feb 2002 -
Feb 2007**

Bachelor

Hashimite University - Jordan



Languages

English

Arabic