# Firas Sabbagh

Back Office Manager (FOREX)

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

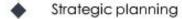
Phone 00905355939175

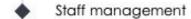
E-mail firasabbagh@hotmail.com

Experienced Office Management and Administration Professional with9years 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







### **Work History**

Feb 2014 - Back Office Manager
May 2018 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 - Customer Service Call Center Agent Nov 2013

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 - Bachelor Feb 2007 Hashimite University - Jordan



English

Arabic