

Maya Halabi

Banking | Client servicing | Project Management | Financial Consulting | Sales | Insurance



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- Beirut-Lebanon
- Lebanese
- 12-01-1989
- Single

SUMMARY

Analytical, detail-oriented professional with 10+ years of extensive experience in providing exceptional customer service, administering customer transactions, and prompting company offerings in the banking industry. Adept at working to efficiently achieve organizational goals in both group and independent environments. Proven ability to thrive in high pressure environments. Personable with a client-focused demeanor.

EDUCATION

- BA in Accounting & Finance** **2007 - 2011**
Hariri Canadian University
- Life Science** **1992 - 2007**
Saint Joseph de l'apparition

COURSES

- Women in leadership program** **2019**
ESA business school
learn how to handle toxic behaviors
- ales for customer service representatives workshop** **2014**
Phoenix consulting
learn how to sell and cross sell

LANGUAGES

- English
- French
- Arabic
- Spanish

AREAS OF EXPERTISE

- Ex. Marketing Brands
- Sales
- Customer care
- Cross Selling
- Services
- Management
- Team work
- Public Speaking
- Negotiation

PERSONAL SKILLS

- Leadership **100%**
- Self-motivation **90%**
- Adaptability **90%**
- Planning, organizing & good time management **100%**
- Ability to work under pressure **100%**
- Communication **90%**
- Decision Making **90%**
- Problem Solving **100%**
- Computer expertise knowledge **90%**
- Customer Service **100%**

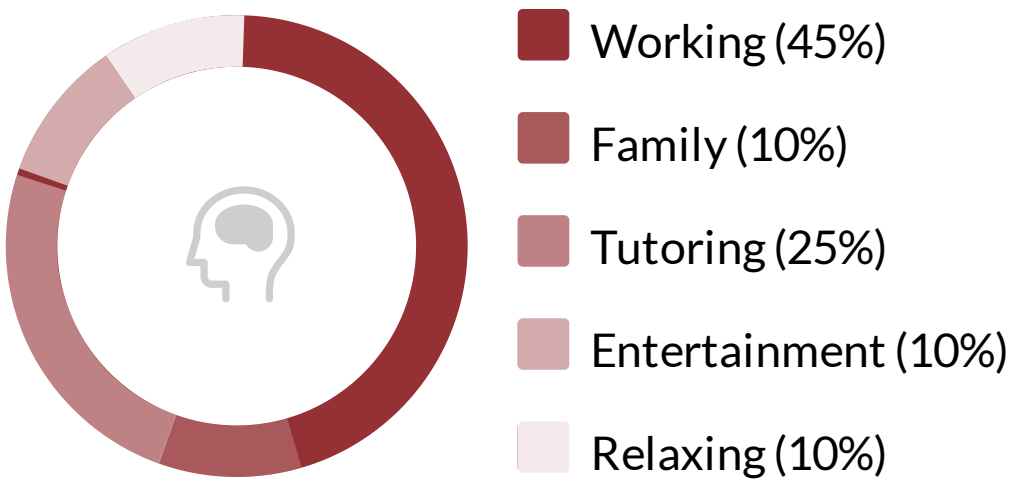
MOST PROUD OF

- Physical Organization**
Creative Thinking, Effectiveness, Productivity
- Planning**
Analyzing Issues, Decision Making, Project Management, Strategic Planning
- Team Work**
Collaboration, Delegation, Goal Setting, Group Leadership

HOBBIES

- Travel
- Sports
- Photography
- Music

MY TIME



WORK EXPERIENCE

- Customer Service Advisor** **2015-2021**
Societe Generale de Banque au Liban
 - Foster solid relationships with customers and develop a positive working rapport
 - Leading client dialogue, utilizing strong product knowledge, providing the client with a credible trusted advisor
 - Be a role model, supporting and fostering a culture of good conduct
 - Creative approach to solving client problems
 - Identify, pursue and close sales opportunities for a broad range of financial products and services
 - Fuel new business development by effectively cross-selling all bank products
 - Take the initiative to find approaches that make each customer's experience feel personal
 - Train and support new employees
 - Make credit recommendations for personal lending transactions, including home financing, in accordance with sound credit granting principles and with the Bank's policies and procedures
 - Identify and report suspicious patterns of activity that are suspected to be related to money laundering
- Customer Service Representative** **2014 - 2015**
BLOM Bank
 - Offer full range of customer service
 - Provide technical support
 - Handle daily calls and duties
- Fund Transfer Coordinator** **2012 - 2014**
BLOM Bank
 - Process the electronic transfer of funds for customers
 - Input transactions into applicable systems
 - Maintain records of transfer procedures and reconcile all accounts
 - Document and resolve any customer issue
 - Initiate, track and verify daily wire requests
- Teller** **2011 - 2012**
BLOM Bank
 - Daily cash and check handling
 - Ensure that the tills balance up at the end of the day
 - Process all incoming payments received by fax and email
 - Handle all cashier related enquiries from customers
- Private tutoring** **2009 - Present -**
Private lessons
 - Schedule & plan individual tutoring sessions
 - Maintain up-to-date knowledge of the curriculum content
 - Assess any barriers to students' study progress
 - Prepare students for exams and tests
 - Provide regular feedback to both students & parents