
Beirut Arab University (BAU) - Beirut, Lebanon

Sept. 2015 – Dec 2018

Bachelor of Science in Management Information Systems – Faculty of Business Administration

Ahlihah International School (AIS) - Downtown Beirut, Lebanon

May 2015

Official Lebanese Baccalaureate in Life Sciences

WORK EXPERIENCE

LiveFX Group – Beirut, Lebanon

Sept 2021 – June 2023

Backoffice Manager

Dec 2021 – June 2023

- Manage a team of back office staff responsible for trade settlements, cash management, margin accounts, and regulatory compliance.
- Monitor and manage cash and margin balances, ensuring compliance and regulatory requirements.
- Develop and implement processes and procedures to insure efficient and effective back office operations.
- Analyze data and metrics to identify areas for improvement and optimize processes.
- Hire, train, and develop back office staff, providing regular feedback and coaching.

Sales & Marketing Associate

Sept 2021 – Dec 2021

- Pitch and follow up with new clients with an average 25% success rate over the period of three months.
- Revitalize social media platforms and doubled following and engagement rates before promotion.
- Launch and steer new learning campaign where I train prospective clients to grasp forex basics.

Sozang ETS. - Goma, Democratic Republic of Congo

Dec 2020 – May 2021

Accountant & Stock keeper

- Introduce QuickBooks to enhance inventory and shipments tracking, thus making the stock-keeping process more reliable and time-cost effective.
- Design a new reporting system, including daily reports of six branches in two cities, their B2B customers, and debts and equity, made available to higher executives thus minimizing unnecessary communication and increasing operational and organizational efficiency.
- Prepare and analyze financial statements and operational reports to assess accuracy, completeness, and compliance with standard accounting practices daily and monthly.
- Communicate with governmental official to manage tax requirements.

Ishack SAL - Badaro Beirut, Lebanon

May 2020 – Aug. 2020

ISP & Business Operations Manager

- Upgrade technical efficiency by matching over 500 Wi-Fi routers to their respective AP bridges and locating the proper stations for each AP bridge through Winbox, thus leading to cutting the corrective time for connection complaints from a week to a couple of hours, faster customer support and higher customer retention.
- Provide data packages for expired accounts.

Bank Misr Liban (BML) - Beirut, Lebanon

June 2019 – July 2019

Teller trainee

- Process transactions for customers, including check cashing, deposits, withdrawals, transfers, loan payments, cashier's checks, and opening and closing of accounts.
- Evaluate customer needs, provide information on new products and services, and direct customers to branch representatives as needed.
- Reconcile cash drawers, count and package coins and currency, turn in any excess or damaged currency.
- Tabulated record information and special requests.

Martina - Beirut, Lebanon

Feb. 2017 – May 2019

Marketing Manager & Front Office

- Spearhead the development of social media platforms, thus widening its reach by 20% over a 9-month period.
- Conceptualize marketing strategies and campaigns, resulting in 10% increase in sales between 2017 and 2018.
- Oversee 50 employees to strengthen organizational efficiency.
- Arrange and direct meetings with B2B clients.

SKILLS

- **Computer Proficiency:** Microsoft Office (ICDL Certificate holder), QuickBooks, MT5 Manager, Adobe Illustrator, Premiere, & Photoshop, C++ and Java.
- **Languages:** English (Fluent) Arabic (Native) French (Beginner) Spanish (Beginner)