

Charbel Mechleb

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EXPERIENCE

Bank Audi, Badaro Branch— *Main Cashier*

2016 - PRESENT

- Maintains customer confidence and protects bank operations by keeping information confidential.
- Provides account services to customers by receiving deposits and loan payments; cashing checks; issuing savings withdrawals; answering questions in person or on telephone.
- Cross-sells bank products by answering inquiries; informing customers of new services and product promotions; ascertaining customers' needs.

Alfa Telecommunications, Beirut— *Customer Service Representative*

2013 - 2016

- Built sustainable relationships and trust with customer accounts through open and interactive communication while assisting with placement of orders, refunds, or exchanges. This was all done while managing a large amount of calls.
- Processed orders, prepared correspondences and fulfilled customer needs to ensure customer satisfaction.

Western Union, Beirut — *Agent*

2011 - 2012

- Developed customer rapport and processed cash and credit payments rapidly and accurately.
- Processed money wiring transactions to both Domestic and International destinations (sending, receiving, bill payment, etc.)
- Referred unresolved customer grievances to designated departments for further investigation.

SKILLS

Detail Oriented: *quick and focused thinking in working with dense but very delicate and detailed protocols, perfectionist.*

Communication skills: *both verbal and professional communication where I have become skillful at speaking directly or communicating to the public why they should buy or otherwise engage with whatever is being marketed.*

Excellent Time-Management: *experience in working under pressure to meet deadlines and conflicting priorities.*

Strong multitasking abilities: *capable of juggling several situations and objectives in mind with a wide range of people throughout the day.*

LANGUAGES

Arabic ●●●●●

English ●●●●○

French ●●●●○

EDUCATION

Sagesse University, Beirut— MBA in Business Marketing

2016 - Present

- *Gained the ability to mix between strategy and execution; while learning to become more hands-on and execute the marketing activities and campaigns defined.*
- *Attained the skills of becoming creative, resourceful, result-driven, and mostly having a strong sense of responsibility towards achieving results.*

Sagesse University, Beirut— B.A. in Business Administration, Human Resources Management (HRM)

2012 - 2016

Acquired the skills to manage employee relations, promoting employee wellness and health, and providing counseling. Learned to manage the monitoring, measurement, and review of internal processes, especially those that affect the quality of the organization's services.

CERTIFICATES

Customer Service Excellence

Certificate: Alfa Orascom

2015

Communication Skills Certificate: Alfa Orascom

2014

Telephone Skills: Alfa Orascom

2013