



# Youssef Chami

## Profile

Organized and dependable candidate, successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

## Employment History

### Clearing Officer at First National Bank, BEIRUT

Oct, 2021 - Present

- Process cheque clearings and cheque deposit transactions
- Participate in in-house and industry testing
- Process GIRO and DDA application
- Examine with the computer's posting that the total number and total amount of outward cheque matches with the registry book
- Separation of cheque for the deposit slip.

### Customer Service at First National Bank, Beirut

Mar, 2016 - Oct, 2021

- Answer questions about account types and banking products, such as CDs, money market accounts, loans and credit cards
- Check on the status of customer accounts and track checks and payments
- Provide splendid customer services to customers in a friendly and courteous manner at all times
- Assist banking customers who are victims of fraud, theft or identity theft
- Assist customers with replacing lost or stolen credit or debit cards
- Assist with address changes

### Teller at First National Bank, Beirut

Oct, 2010 - Mar, 2016

- Assisting customers with processing transactions, such as deposits, withdrawals, or payments, resolving complaints or account discrepancies, and answering questions.
- Informing customers about bank products and services.

### Exchange Officer at Halabi Exchange, Beirut

Apr, 2008 - Sep, 2009

## Education

### Human Resources Diploma at MUC UNIVERSITY, BEIRUT

Oct, 2021 - Jun, 2022

### Lebanese baccalaureate in Economics & Sociology at Mar Elias

Jadida, Beirut

Mar 2022 - Mar 2022

## References

### Luma Zarif from First National Bank

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## Details

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+96170843399

LEBANON-BEIRUT

## Links

[facebook](#)

[indeed](#)

## Skills

Customer Services

Problem solving

Microsoft Office

Fast Learner

## Languages

Arabic

English

French

## Hobbies

Football

Volleyball

Traveling



## Other

### **First National Bank, BEIRUT**

Mar, 2014 - Mar, 2018

#### Training Sessions:

- Anti-Money Laundering
- Fatca
- Legal Aspects Of banking Operations
- Allianz SNA Policies
- Providing a service that meets the customer's expectations
- The Challenges of corporate ethics
- Key principles of communication