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**Amjad Bahmad**

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| Objective | Seeking a challenging position in a trustworthy Bank where my experience and skills will significantly contribute to the overall success of the organization and provide opportunities for my career growth; and cashiering experience in order to contribute to the organization’s mission within Bringing strong customer care skills, detail orientation and math aptitude in order to serve the bank’s clients in a professional and effective manner. |
| Civil Status | Place of Birth: Dahr Al Ahmar – Rashaya, Lebanon  Date of Birth: March 3rd , 1989  Nationality: Lebanese  Marital Status: Single |
| Education | 2013-2014 Cardiff Metropolitan University Hamra, Lebanon     * **Bachelor of Business Administration and Management.**   2011-2014 Modern University Hamra, Lebanon  For Business & Science   * **Bachelor of Science in Banking and Finance**   2006-2009 Rashaya Secondary School Rashaya, Lebanon   * Lebanese Baccalaureate (SE) |
| Work Experience | 2014-present Bank Beirut and Arab Words (BBAC) Hamra, Lebanon  **Training:**   * **Cash handling and cashing up large amounts of money.** * **Helped to maintain the administrative system.** * **Accepted and processed customer deposits and loan payments.** * **Maintained and balanced a cash drawer daily.** * **Cash checks after ensuring that signature are verified.** * **Receive checks and post entries into correct accounts.** * **Manage balancing duties akin to currency, coins and checks.** * **Verify dates on incoming checks.** * **Ensure that customers’ loan information is processed and maintained appropriately.** * **Receive cash from armored cars and count and verify cash.** * **Verify cashier’s checks.** * **Provide account balance information to clients.** * **Accept and process loan payments.** * **Transfer funds at the request of clients.** * **Ensure that the cash drawer is balanced and maintained at all times.** * **Endeavour to cross sell bank’s products.** * **Open and close checking and savings accounts.** * **Perform end of the day recap of money and bank slips.** * **Take advantage of sales opportunities to attract new customers.** * **Post all cash and credit card entries into the database.** * **Organize and restock workstation with supplies.** * **Sell savings bonds and traveler’s checks.** * **Stamp receipts and verify that the customer is who he or she claims to be.** * **Compare signatures, photos and ID to verify customers.**   2013-2014 Hotel Crown Plaza Hamra, Lebanon  **Guest Relations (Front Office department)**   * **Opera, micros and other applications.** * **High communication skills with guest experience.** * **Inquiries on internet services.** * **Issue ATM cards and changing customer passwords.** * **Organize workflow to meet customer timeframes.** * **Customer service orientation.** * **Sending business emails + Reports.**   2012-2013 Hotel Le Vendome Ain el mraisseh, Lebanon  **Order Taker and Waiter ( Room Service Department)**   * **Guest relation training** * **Telephone Techniques: *Answering, transferring, responding and dealing with all kind of phone calls*** according to Inter-Continental standards. * **Wine Training:** Implemented by a wine specialists. * **Cigar Training:** Implemented by a cigar specialists. * **Coffee Training:** How to prepare all kinds of coffee. * **Be my guest Training:** How to act with the guest using body language. * **Bomb threat Training:** How to react in case of a bomb threat situation. * **Health and Safety Training:** To maintain a high level of hygienic conditions. * **Presentation skills:** How to do a presentation. * **Communication skills.** * **Hygiene training.**   2011-2012 Lavazza café Hamra, Lebanon  **Headwaiter**   * Coffee training by an Italian team specialist in coffee and Italian food. * Taking orders in addition to welcoming new customers. * Cash handling + opera.   2010-2011 MES - Hotel Le Gray Beirut, Lebanon.  **Cashier**  2009-2010 Ash Stores. Downtown, Lebanon.  **Store supervisor**  2007-2009 AL Tilal Hotel Zahle, Lebanon.  **Chef de Rang** (Lebanese food).   * Carry out all duties as directed by the maître d’ for the day to day running of the restaurant * Prepare the restaurant for service (cleaning- and laundry duties - linen preparation, silver polishing, table top preparations, all other mis en place tasks).   2007 Jinopos café junieh, Lebanon.  **Waiter** |
| Key skills and competence: | * Able to work under pressure and deliver results to deadlines. * Attention to detail. * Can build and maintain strong relationships. * Having a creative, analytical, practical and thorough approach to resolving issues. * Excellent people skills, leadership skills and customer focus. * Good communication skills. * A proactive approach to problem solving. * Able to work closely with customers, often in joint client/consulting teams. * Ability to manipulate, analyze and interpret both financial and business data. * Possessing strong numeric and analytical skills. |
| Languages | Fluent in Arabic and English  Fair in French and Spanish |
| Computer Knowledge | * Microsoft Office (Word, Excel, Power Point) * Internet and **Computing Core Certification** (**IC3**®), Microsoft® Office Specialist (MOS), Microsoft® Office Specialist 2007 (MOS 2007). * Photoshop, Illustrator CS2, Opera, Micros, FBM, Java |
| Volunteer experience | 2006-2007 Lebanese Red Cross |
| References | Are available upon request. |