# Samar Moussa Cheet

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samar-cheet@outlook.com

## Education

**Present : Lebanese International University – LIU** Beirut, Business Management Information System

**2011: Ghobeiri Official School** Beirut, Lebanon Baccalaureate, Part II, Economics and Sociology

## Professional Experience

May 2015 – Jan 2016 **Customer Care Analyst Customer Care Department**

## Capital Finance Company CFC

* Handle customers queries and complaints with CFC and with third party dealing with CFC such as insurance company
* Handle customers queries with regards to SMS campaigns
* Handle customers queries with regards to credit decision on loan applications ( accept or reject )
* Fill in loan application forms over the phone for eligible applicants (customers and non-customers ) and for all products
* Enter data of personal applications on ICBS
* Prepare physical files with all necessary documentation
* Make customers sign on the documentation as per related procedure and explaining to them terms and conditions of the loan as stated in the contract
* Verify supporting physical documents as required by the Credit Department and validating them with credit team required
* Apply fiscal stamps on the bordereau or Promissory notes and accounting for them in ICBS
* Handle petty cash of fiscal stamps and daily reconciling with the Accounting Department
* Explain CFC product brochure to customers

## Aug 2014 – Sept 2014 Trainee Lebanese Swiss Bank

May 2013 – Dec 2014 **Sales PIAFF**

* Greet customers and ascertain what each customer wants or needs.
* Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.
* Maintain knowledge of current sales and promotions, policies regarding payment and exchanges, and security practices.
* Compute sales prices, total purchases and receive and process cash or credit payment.
* Watch for and recognize security risks and thefts, and know how to prevent or handle these situations.
* Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
* Answer questions regarding the store and its merchandise.
* Describe merchandise and explain use, operation, and care of merchandise to customers.
* Help customers try on or fit merchandise.
* Inventory stock and requisition new stock.

# Computer Skills

Operate a variety of software programs including most major authoring systems Microsoft Excel, Microsoft Power Point, Microsoft Word

# Language Skills

Arabic – English

# Workshops

Certificate holder in Compliance & AML /CFT from Capital Finance Company

Certificate holder in Project Management from International Academy for Building Capacity

## Personal Information

Lebanese, Female, Single, Date and Place of Birth: 1992 Qateef, Saudi Arabia

## References

**Tarek I. Kombarji,** Chief Executive Officer, CFC, tkombarji@groupcfc.com, +961-01-371102

**Nabil Houssamy,** Owner &General Manager, PIAFF, sales@piaffboutique.com , +961-70-362368

**Rima Saad Kazan**, Human Resources Manager, LSB, hrdep@lebaneseswissbank.com , +961-01-240741