

Moutaz H. Jaafar

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Beirut, Lebanon

Education

BS of Hospitality & Tourism Management

Lebanese American University, Beirut, Lebanon (February 2006 - August 2009)

Lebanese Baccalaureate, Sociology and Economics

Lebanon Evangelical School, Louizeh, Lebanon (June 2005)

Professional Experience

Customer Relations Officer (September 2020 – present)

Credit Libanais, sal – Mazraa Branch (Beirut, Lebanon)

Open personal & business accounts, process credit and debit cards, coordinate and follow-up on customer requests

Customer Service Officer (April 2015 – September 2020)

Credit Libanais, sal – Haret Hreik Branch (Beirut, Lebanon)

Process and complete outward transfers, follow-up on inward payments, manage check book requests, complete processing of unpaid portfolio bills and market bank insurance (college savings & retirement) policies.

Teller (May 2010 – April 2015)

Credit Libanais, sal – Hamra Branch (Beirut, Lebanon)

Counter Staff (January 2010 – March 2010)

Lebanese Beirut Airport Catering Company (LBACC) – Beirut, Lebanon Cashier
and order processing duties

Industrial Trainee (June 2008 – September 2008)

The Ritz-Carlton Hotel Company L.L.C., Kuala Lumpur, Malaysia

Completed a full training cycle that consisted of front office agent, food and beverage department, butler service and housekeeping.

Skills

- Solid communication and negotiation skills
- Effective team collaboration and time management
- Problem-Solving and Decision-Making skills
- Ability to take lead and initiative in completing work assignments

Software: Microsoft Office (Word, Excel, PowerPoint)

Languages: Arabic fluent, English fluent

Interests: Football, Tennis and Traveling.