

Ghida Al Chawa

MBA

A multilingual business associate (Ar/En/Fr), with strong commitment to quality customer service coupled with first-rate communication skills. Resolve problems, process tasks quickly and accurately ensure the increasing of productivity and efficiency. In addition, having in-depth knowledge of financial products and services.



ghida_alchawa@outlook.com ✉

+971585310858 📞

Dubai, United Arab emirates 📍

WORK EXPERIENCE

Teller - Customer Service Agent Fransa Bank

09/2016 - Present

Beirut, Lebanon

Achievements/Tasks

- Manage front office and back office operations efficiently while ensuring the control of all operations.
- Ensure the management of cash transactions, debit and credit card funds.
- Promote and market the bank's products and services.
- Provide accurate feedback of Operational Controller regarding customer issues and complaints.

Contact: Mr. Hassan Sabeh - +9613335894

Assistant Manager Exhale Gym

02/2013 - 08/2016

Beirut, Lebanon

Exhale is a dedicated indoor cycling studio and the only certified spinning studio in Lebanon

Achievements/Tasks

- Possess a strong awareness of customer satisfaction by ensuring that the gym is a friendly and welcoming place to exercise.
- Complete and contribute to projects as set by the manager and provide prompt resolution of any customer concerns.
- Assist in the recruitment of any new staff that may be required, and give them the appropriate job induction if appointed.
- Ensure necessary retail stock and other administrative and small items are maintained at appropriate levels, including performing a monthly retail stock take.

Contact: Mrs. Hania Bisat - +9613368365

PERSONAL PROJECTS

Metroflex LB Gym (01/2016 - 05/2016)

AUST

- This marketing project was done to capitalize the name and the gain of Metroflex gym in the Lebanese market targeting the Lebanese athletes and fitness enthusiasts.

Selecto (01/2019 - 05/2019)

AUST

- An online recruitment website aims to combine job opportunities with job seekers in Lebanon and around the world. The main focus of this project is to create the best match between the job seekers and the employers

SKILLS

Problem Solving

Strong Work Ethic

Time Management

Handling Pressure

SAB

EDUCATION

Masters in Business Administration/ Human Resources Management

American University Of Science and Technology

09/2016 - 06/2019

Beirut, Lebanon

Bachelor in Business Management/ Marketing and Advertising

American University Of Science and Technology

09/2011 - 06/2016

Beirut, Lebanon

CERTIFICATES

Digital Transformation

University of Virginia Darden School of Business

Quantitative Data Analysis using SPSS

Nano Training & Consulting

- Banking Ethics

- Lebanese Financial Regulation

ESA Business School

- Startup Digital Marketeer

- Digital Marketing & Social Media

The CDP Standards Office

CONFERENCES & COURSES

- AML/CTF & Global Reporting (FATCA & CRS)
Awareness

- International Financial Reporting Standards 9 Session

Fransa Bank Headquarter

PUBLICATIONS

Effect of Product Packaging on Consumer Shopping Behavior. The Case Of Lebanon

<http://www.sciencepublishinggroup.com/journal/paperinfo?journalid=328&doi=10.11648/j.ajtab.20180402.12>