

Hassan Saleh

Senior account manager

🏠 Kuwait, Kuwait
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🌐 www.linkedin.com/hassan-saleh
📅 15 April 1991

A 8+ years experienced account manager with knowledge in contributing account management and business development acumen to broad-based operations, production, and distribution roles. An exceptional leader and self-starter skilled at developing and implementing effective strategies to enhance financial performance and drive profitable growth. Consummate business and financial analyst, adept at identifying and targeting sales opportunities while leading team members to meet or exceed company quotas.

EXPERIENCE

Société Générale de Banque au Liban | 2020 - Present

Deputy Head of Branch

- Ensure 'First Time Right' in the account opening process.
- Ensure customer requests are satisfactorily closed within TAT and ensure that customer grievances are resolved and closed on time.
- Ensure that third party products like LI, GI, Home Loans, Credit Cards, and Personal Loans etc and generates the required number and revenue targets month on month basis.
- Ensure adherence to basic operational functions timely opening of the branch, adherence to CRL, ensuring TAT of account opening, reconciliation of cash and security items.
- Ensure branch operations are carried out in such a manner such that branch achieves high ratings during audit.
- Achieve excellence in Branch Sales and Service Scorecard.
- Nurture talent and ensure grooming of the team such that they are capable of taking up higher responsibilities in future.
- Develop and execute sales, relationship, and credit strategies that are aligned with the Bank's business plan to achieve desired revenue, expense and service goals.
- Set expectations for branch staff, fostering an environment in which team members work together to achieve all business goals.
- Support portfolio growth by identifying cross-sell opportunities, coaching the team to deepen relationship and increase client acquisition.
- Manage and control operations and resources of Branch ensuring provision of high standard of operational efficiency and customer services while minimizing operational risk and maximizing contribution to the Bank's profit and growth.

Head Teller

2016 - 2020

- Managed and supervised all functions of the teller line.
- Provided leadership, plan and organize daily activities.
- Performed routine audits on teller drawers, conduct monthly internal audits of branch activities to verify all required compliance is being met.
- Coordinated the shipping and ordering of branch cash supply to sufficiently meet customer needs.
- Operated cash drawer efficiently while providing superb service to customers.
- Trained new employees and work with the team in continuing compliance and product knowledge.

EDUCATION

Lebanon University, Beirut, Lebanon
| 2013

Bachelor's in Banking & Finance

SKILLS

Leadership	<div></div>
Financial and strategic planning	<div></div>
Budgeting, forecasting	<div></div>
Microsoft office	<div></div>
MIS reporting	<div></div>
P&L analysis and cost management	<div></div>
Team and training management	<div></div>
Communication	<div></div>

LANGUAGE

Arabic	<div></div>
English	<div></div>
French	<div></div>

REFERENCES

Available on request

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EXPERIENCE

- Ensured that all financial transactions were completed in an accurate and timely manner and in accordance with all bank policies and procedures.
- Developed a thorough knowledge of all products and services available to customers.
- Identified customer needs and recommended applicable products and services.
- Provided financial solutions that met the client's needs and goals.
- Assisted management and partners to successfully meet branch sales goals by cross-selling and making

Teller

2014 - 2016

- Serves customers by completing account transactions.
- Answers questions in person or on telephone and refers customers to other bank services as necessary.
- Records transactions by logging cashier's checks, traveler's checks, and other special services; preparing currency transaction reports.
- Cross-sells bank products by answering inquiries, informing customers of new services and product promotions, ascertaining customers' needs, and directing customers to a branch representative.
- Completes special requests by closing accounts, taking orders for checks, opening and closing Christmas and vacation clubs, exchanging foreign currencies, completing safe-deposit box procedures, and providing special statements, copies, and referrals.
- Reconciles cash drawer by proving cash transactions, counting and packaging currency and coins.
- Reconciles loan coupons and other transactions.
- Complies with bank operations and security procedures by participating in all dual-control functions, maintaining customer traffic surveys, auditing other tellers' currency, and assisting in certification of proof.
- Maintains customer confidence and protects bank operations by keeping information confidential.
- Contributes to team effort by accomplishing related results as needed.

Internship - customer service

2013 - 2014

- Process customer cash deposits and withdrawals, cheques, transfers, bills and credit card payments, money orders, certified cheques and other related banking transactions
- Obtain and process information required for the provision of services, such as opening accounts and savings plans and purchasing bonds
- Answer enquiries and resolve problems or discrepancies concerning customers' accounts
- Inform customers of available banking products and services to address their needs.

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