



## PROFILE

Dedicated Customer Service Representative with over 9 years of experience in banking and finance. Expert in banking products, financial market analysis, and credit assessment. Proficient in credit approval and customer support, with a proven track record in managing customer relationships and resolving issues. Strong presentation, communication, and negotiation skills. Focused on optimizing resources and maximizing client satisfaction.

## CONTACT

PHONE:  
+961 71 796 458

EMAIL:  
[wassim.barakeh92@gmail.com](mailto:wassim.barakeh92@gmail.com)

## SKILLS

- Banking Products & Services
- Financial Market Analysis
- Credit Approval
- Customer Support
- Communication & Negotiation
- Microsoft Office

## REFERENCES

Available upon request

# WASSIM BARAKEH

Senior Customer Service Representative

## EDUCATION

### Lebanese International University MBA in Banking & Finance

2016 - 2018

Relevant coursework: Financial Reporting, Strategic Management, Corporate Finance

### Lebanese International University BS in Banking & Finance

2011 – 2014

Relevant coursework: Financial Market Analysis, Operations Management

## WORK EXPERIENCE

### Bankmed Customer Service Representative

2015 – Present

In my role, I provided top-notch customer support, resolving complex issues to ensure client satisfaction. I analyzed financial statements to assess various lending files, including Housing, Commercial, and Personal Loans. I successfully sold credit products and managed problematic files efficiently, while developing and implementing effective problem-solving strategies with a strong focus on customer orientation.

### Lebanese International University Instructor

2022 – Present

I designed and delivered comprehensive courses in Business Finance, Financial Reporting, Corporate Finance, Strategic Management, Operations Management, and Organizational Behavior. I engaged and inspired students by creating interactive and dynamic learning environments.

## ACHIEVEMENTS & AWARDS

- Code of Ethics Certificate from the Lebanese Central Bank.
- Central Bank Regulations certification.
- Dale Carnegie Professional Training and Development.
- Training Certificates from the Central Bank and Al Aman Lel Taamin Insurance Company.