

# MICHELIN AL MASSAD

## CONTACT

PHONE:  
0931407529

EMAIL:  
[michelinalmassaad.97@gmail.com](mailto:michelinalmassaad.97@gmail.com)

ADDRESS:  
Damascus – Dwela'a

## PERSONAL

Date of Birth: 1-7-1997  
Marital Status: Single

## LANGUAGE

Arabic  
English

## Reference

Mr. Mohamad Al\_asha  
Founder of Banker++ group  
0991839290

Mr. Firas Ramo  
Founder & CEO at RBs  
0966298110

## EDUCATION

---

2015-2021

Bachelor Degree in Economics (Banking & Insurance)

## WORK EXPERIENCE

---

**International Bank for Trade & Finance (IBTF)/Customer Service (CS)**  
Oct 2023 -Now

**International Bank for Trade & Finance (IBTF)/Teller**  
Jun 2022 – Sep 2023

- Handle transactions for customer ,check , cashing deposit , withdrawals ,transfer ,loan payments , cashier and legal audit checks
- Identify customer needs , provide information or new product and services to reach high sales target and direct customer to branch representatives as needed

**Souriana Warehouse for Medicines – Accounting & Warehouse Keeper**

July 2019 – December 2019

- Data entry
- Manage accounting files and documents
- Support administrative and operational activities
- Write and review reports and other types of documents

## SKILLS

---

- Good accountant skills
- Good communication skills
- Attention to detail and accuracy
- Strong in mathematics and statistics
- Able to work under pressure
- Good reporting skills
- Dead-line oriented

## Training Courses

---

- Customer services skills/ Khalil Ma'alouli/2023
- Communication & connection skills / Dr. Haitham Ali/2023
- Project Management /RBS/2022
- Marketing Management /RBS/2022
- Career Academy /Sanad/2021
  - \_Banking (Banker ++)
  - \_Insurance( Al\_Aaqeela company)
  - \_Soft skills (time management /team work /customer service /planning / communication)
- Banking /Alsrouji Group/2020
- Soft Skills /Damascus University/2018
- Accounting Alameen /IECD/2018

- Secretary & Office management /IECD/2018
- Social & Business etiquette /RBS / 2017
- Marketing /RBS/ 2017