



FIRAS H. CHMITE

Lebanon, Banks Str,1919
bldg,1st flr

E-mail: firas.chmite@gmail.com

Phone: +9613192511

WORK EXPERIENCE

BML Bank

Mar,2012 — Present

Senior Customer Relationship Officer

Responding to customers with high professional manner, on the same hand focusing on time management to serve customers and fast maintaining a good customer feedback with the best utilization of my personal skills and enthusiasm in collaboration with my team for the favor of "One for all and all for one". Handling every situation with high ethical and banking professional and human values that always did lead to a happy and satisfactory ending for both parties, the bank from one side as a long-term strategy and clients from the other complementary side as well. Banking Operations/Customer services Handling/Daily Sales Reports/Updating existing and new Clients' profiles/ processing manually and by system all types of banking operations from retail to SME and corporate loans in addition to applying for all types of credit cards and debit cards,Insurance products and consultations, and daily customers feedback updates and assessment

Dnata, Emirates Group

Jan,2011 — Feb,2012

Load Supervisor/Ramp Operations Team Leader

Team leader of a group responsible of loading and offloading various types of aircrafts on time with highly professional manners and time management skills with leadership spirits besides ensuring a good communicational tunnels thru different cross cultural fit as well to ensure safety and smooth operations handling also team preferred awareness on the ramp operations thru dedicated enthusiasm for perfect results for the team and the company as a win win relation at the end.

Middle East Airlines

Mar,2008 — Dec,2010

Customer Services Officer/Station Control

- Passengers Handling and Pax check in and cargo handling on departure flights
- Ensuring Safety Measures are well implemented and honored during daily operations
- Station control and safety supervising
- Preparing aircrafts manifests and forwarding it to the direct supervisors
- Time management and operations segmentations
- Prioritizing tasks as per importance to the ramp operations
- Working with Pride and highly ethical manners for the team and for complying to " One for all and all for one"

QUALIFICATIONS

MBA in Project Management from Cardiff Metropolitan University at UK in Partnership with MUBS University in Lebanon

BA in Management Information Systems from AUL University in Lebanon.

EDUCATION

Aviation Handling and control

2011 — 2011

Emirates Aviation College

Customer Services and Handling

Effective Time Management

Business Etiquettes
Security Awareness
Team Work Leading

Information System Support

2005 — 2005

AUL

Data Analysis
Database Management
C++ Basics
Implementing Information Techniques

Digital Marketing

2005 — 2005

AUL

Partnership Development
Strategic Planning
Project Management
Branding Strategy
Identifying New Markets
Joint Ventures

Project Management

2019 — 2020

Cardiff University/MUBS
Strategic Planning
Effective Time Management
Delivering Successful Projects

INTERESTS

Hiking, biking, camping, driving speed cars, writing, reading and researching business journals, Internet surfing, Digital Marketing, Branding, online sales, PHD studies in the business and It field.

REFERENCES

References available upon request.