

MARWAN AL CHEIKH

Logistics Specialist | Bank Teller

Nationality: Lebanese **Marital Status:** Married **Mobile:** +0096170 545 780 **Email:** Marwan-cheikh@hotmail.com

Results-driven **Bank Teller**, small business operator, and logistics coordinator with **8+ years of diverse experience** across banking, retail, logistics, and business operations. Known for delivering **operational excellence**, achieving measurable results, and enhancing customer satisfaction through meticulous attention to detail, streamlined processes, and exceptional organizational skills. Seeking to leverage my expertise in a dynamic financial or operational environment to drive **efficiency, customer engagement, and business growth**.

PROFESSIONAL EXPERIENCE

Construction & Supermarket Operations – *Logistics and Inventory Supervisor* 2024 – Present | Guinea Conakry

- Oversaw **transportation and delivery schedules** for **\$500K+ worth of construction materials**, ensuring on-time dispatch and accurate inventory allocation.
- Coordinated with third-party vendors to streamline **logistics operations**, reducing delivery delays by **20%**.
- Supervised supermarket operations, including **stock management**, vendor coordination, and **compliance** with operational guidelines.

Track BCN Bank – *Bank Teller* April 2022 – 2023 | Tripoli

- Processed an average of **200+ daily financial transactions** with **99% accuracy**, ensuring compliance with **banking regulations** and minimizing discrepancies through robust cash control measures.
- Improved customer retention and loyalty by addressing client needs promptly and providing tailored banking solutions, leading to a **95% satisfaction rate** among regular customers.
- Led the reorganization of **cash-handling procedures**, reducing transaction times by **15%** and enhancing teller productivity during peak hours.
- Implemented proactive communication strategies to resolve customer complaints, achieving a **20% increase** in positive feedback reports from branch surveys.

Fransabank – *Bank Teller* July 2019 – March 2022 | Tripoli

- Managed financial transactions exceeding **\$1.5 million monthly**, maintaining error-free operations and ensuring strict adherence to **regulatory compliance** standards.
- Developed innovative client engagement initiatives, resulting in a **10% increase** in customer retention and a **20% boost** in the cross selling of banking products and services.
- Reduced end-of-day reconciliation discrepancies by **30%** through meticulous monitoring, tracking, and reporting of all financial transactions.
- Facilitated training sessions for junior tellers, optimizing their workflow and improving branch efficiency by **10%**.

Blom Bank – *Trainee* July 2018 – July 2019 | Tripoli

- Assisted in processing **100+ car loan applications**, streamlining administrative workflows and reducing loan approval timelines by **25%** through improved documentation.
- Managed relationships with **10+ car dealerships and rental agencies**, ensuring seamless transactions and enhancing loan client satisfaction.
- Collaborated with senior staff to improve **customer service delivery**, contributing to a **15% increase** in positive client interactions.

Somsom – *Small Business Owner* 2015 – 2022 | Lebanon

- Founded and managed a successful **Kaek cheese pastry business**, growing annual revenue by **50%** within two years through effective marketing strategies and exceptional customer service.
- Developed the business's digital presence, increasing Instagram followers to over **1,000** and generating **30% higher sales** through targeted online campaigns.

- Streamlined **production and inventory management**, reducing wastage by **20%** while maintaining high product quality.

Eco-Wash – Mobile Car Wash Operator 2016 | Lebanon

- Launched an innovative **mobile car wash service**, expanding the customer base by **30%** within the first year through targeted marketing and exceptional service delivery.
- Implemented **eco-friendly practices** that reduced water consumption by **20%**, positioning the business as an environmentally responsible service provider.
- Managed scheduling and logistics for **home and business visits**, ensuring punctual and high-quality service delivery across all client engagements

Lebanese Red Cross – Disaster Management Unit – Logistics Volunteer 2016 | Tripoli

- Coordinated **emergency supply transportation** and distribution to over **500 families**, ensuring **timely and organized delivery**.
- Assisted in monitoring **inventory processes**, including warehouse management, to ensure compliance with disaster relief protocols.
- Maintained clear and effective communication with internal and external stakeholders to support **efficient logistics operations**.

Media Experience:

I Am Here - Reporter/Actor June 2017 – November 2018 | Tripoli

- Communicated with all segments of society, producing and acting in over 10 sketches that received positive feedback.
- Increased engagement on the "أنا هون" Facebook page by 25%.
- Developed and introduced new content, enhancing audience engagement.

Ana Hon / Chamsiyeh (Social Media Agency)

- Partner and actor, contributing to the successful completion of over 20 projects.
- Drone pilot for various projects, enhancing the visual quality of marketing campaigns.
- Developed and executed marketing strategies, improving clients' social media presence and reach.

SKILLS

- Skills:** Customer Service-Cash Management-Public Relations-Financial Transactions-Operations Management-Time Management-Organization Skills-Data Entry-Retail Banking-Teamwork-Sales-Negotiation-Strategic Planning-Business Development-Event Planning.
- Logistics Skills:** Logistics operations, transportation scheduling, inventory management, compliance, data analysis, vendor management, coordination, decision-making, accuracy, reporting, **and** supply chain management.
- Technical Skills** Softwave-Omega-Microsoft Office (Word, Excel, PowerPoint)-SAB Software-Social Media Management Python Programming-Supply Chain Management-Disaster Management.

EDUCATION

- Bachelor's Degree in Business Accounting and Administration. **Lebanese University Faculty of Business Administration and Science Economic Tripoli Branch 2013 – 2017**

ADDITIONAL INFORMATION

- Certificates:** Abbouchi Office 2015, Certificate in accounting and auditing.
- Volunteering:** Red Cross 2016 Volunteered in the disaster management unit, gaining valuable crisis management skills.

- **Participation:** MTV Lebanon - Program "عاطل عن الحرية" Main Actor Participated as the main actor in the program, gaining recognition and enhancing acting skills.
- **Trainings:** Python2021 Completed training on Python programming for data science in finance.- Ana Hon July 2017:
Attended training on monitoring and evaluation techniques.
 - BIAT: Attended a 5-day workshop on green entrepreneurship, learning to conduct a business canvas.
- **Languages:** Arabic (Native), English (Good), French (Good).
- **Guinean number:** 224-623982268 **Whatsapp number:** 70545780