

Youssef Chahine

Unit Manager

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Summary

A dedicated and professional character with 8+ years of experience across the team and project management, and banking industries. Specialized in resolving complex problems and managing large projects and programs. Effective leader who performs well in collaborative environment with coworkers, managers, and stakeholders. Adept at ensuring timely delivery of projects and their technical feasibility. Constantly aiming on developing my intellectual, professional, and personal growth, where I can positively contribute to the organization and community with my strong experience and expertise leading to a sustainable environment, better living conditions, and success.

Experience

Unit Manager – 03/2024 to Present

MetLife, Beirut, Lebanon

- Leading, motivating, and coaching a team of insurance agents, while organizing training.
- Overseeing team activities, setting targets, implementing performance-boosting strategies, and regularly tracking KPIs to maintain high productivity and goal alignment.
- Recruiting, interviewing, and onboarding new agents.
- Maintaining strong client relationships, handling escalations and supporting agents with complex inquiries.
- Ensuring team compliance with regulatory and company standards to minimize risk and protect client interests.
- Preparing reports on team performance, client retention, analyzing data to refine strategies.
- Providing ongoing product training and support, enabling agents to promote offerings effectively and address client needs.

Coordinator – 05/2020 to 02/2024

Rene Moawad Foundation, Zgharta, Lebanon

- Implemented diverse projects including Cash for Work with GIZ, Livelihood Project: AFDAL II with Care International, and the Youth Project funded by UNICEF, ensuring seamless execution through strategic coordination and stakeholder engagement.
- Streamlined procurement processes, reducing procurement time by 20% and enhancing cost efficiency for project resources.
- Successfully managed the execution of 40+ project activities, exceeding targets by 15%, leading to increased community empowerment and improved livelihoods.
- Coordinated with stakeholders and partners to identify relevant innovative sustainable solutions to overcome obstacles.
- Implemented regular, in-depth analyses of the organization's policies and processes to ascertain strengths and shortcomings.
- Worked closely with stakeholders and participated in all stakeholder meetings, track schedules and deadlines, and follow up on important tasks.

Teller – Relation Manager – 03/2018 to 03/2020

Société Générale de Banque au Liban SAL, Tripoli, Lebanon

- Adeptly navigated SGBL's retail banking landscape, I demonstrated organizational prowess, VIP relationship building, and effective communication, playing a pivotal role in system migration T24 in 2019.
- Supported the Vice Branch Manager by efficiently handling administrative tasks and occasionally assuming her responsibilities.
- Ranked first consistently among sales achievers, Cross-Selling, during 2018-2019 despite the ongoing financial and monetary crisis in Lebanon.
- Achieved a 25% increase in monthly product sales, surpassing individual sales targets and contributing to revenue growth.

- Contributed to a 15% growth in the customer base through effective relationship management, delivering exceptional customer service, translating into enhanced client retention and loyalty.
- Attracted potential new customers by promoting the company service and represented the company in a professional manner.
- Processed bill payments, accepting deposits and handling withdrawals in an efficient and professional manner

Administrative Assistant – 03/2016 to 02/2018

Fresco.SARL, Mejdlaya, Lebanon

- Coordinated and scheduled meetings, managing correspondence, preparing reports, and maintaining accurate records.
- Ensured the smooth running of administrative processes and contributed to the development of more efficient workflows.
- Organized and facilitated human resources meetings and prepared agendas, scheduling attendees, booking meeting rooms, and taking minutes.
- Contributed to creating, formatting, and editing various documents, including reports, presentations, memos, and other business correspondence.
- Conducted thorough research and compiling data extend to preparing accurate and timely reports or presentations, including those related to human resources.

News Editor – 01/2015 to 01/2016

IMLebanon.org, Beirut, Lebanon

Education

Master's Degree in Business Administration (MBA) Emphasis on Management – 2016

Lebanese University, Tripoli, Lebanon

Certifications

- **Project Management Foundations: Budgets**, Project Management Institute, Inc. (LinkedIn)
- **Strategic Human Resources**, Society for Human Resource Management (SHRM®/ LinkedIn)
- **Interviewing Techniques**, Society for Human Resource Management (SHRM®/ LinkedIn)
- **Talent Sourcing**, Society for Human Resource Management (SHRM®/ LinkedIn)
- **Talent Management**, HR Certification Institute (HRCI®/ LinkedIn)
- **Human Resources Foundations**, HR Certification Institute (HRCI®/ LinkedIn)
- **Diversity, Inclusion, and Belonging**, National Association of State Boards of Accountancy (NASBA)
- **Mental health first aid and suicide risk assessment training for frontliners. Prevention of Sexual Exploitation and Abuse (PSEA). And Child safeguarding training**, UNICEF
- **Reuters Digital Journalism Foundations Course**, Reuters
- **Inclusion disability component under the YAD program**, ProAble
- **Protection Mainstreaming & Gender in Emergencies Training**, CARE International

Skills & Expertise

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|--------------------------------|----------------------------------|
| • Leadership & Team Management | • Data Analysis |
| • Communication & Negotiations | • Time Management |
| • Problem Solving | • Human Resource |
| • Project Management | • Talent Sourcing and Management |
| • Strategic Planning | • Decision Making |
| • Business Development | • Microsoft Office |
| • Adaptability | • Emotional Intelligence |
| • Planning & Organization | • Market Research |
| • Scrum | • Presentation Skills |

Languages

Arabic: Native | **English:** Fluent | **French:** Fluent