

FATEN ABDO

Location: Lebanon, Beirut, Achrafieh

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EXPERIENCE SUMMARY

Snapshot: Holding BA with 11+ years of experience across diverse banking domains.

Improving controls of both recovery & operations activities in the Follow-up Department at BLOM Bank, by implementing new policies & procedures. In addition, handling assignments from the Planning Department & taking the necessary actions into effect in conjunction with the Finance team.

Enhancing the legal portfolio's MI which tracks the client's payments and the litigation progress. Establishing out-of-court settlements reaching strength targets in recoveries, by using exceptional negotiation skills. Nominated as employee of the month in May 2014 and appraised as a top performer for the last 3 years at HSBC Bank.

WORK EXPERIENCE

BLOM Bank – Lebanon

FOLLOW UP OFFICER, JUNE 17 – PRESENT

Job Profile

Control legal / agencies portfolios activities

- Assist in developing guidelines for special recovery projects that were initiated from time to time.
- Monitoring lawyers / agencies collection activities.
- Control the legal cases progress using my exceptional knowledge of all legislation related to debt recovery.
- Escalate the spirit of the call model to the team and how to deal professionally with different situations to enhance recoveries.

Head of operation activities

- Implementing new procedures of system control in order to avoid errors, particularly putting in practice the automated control of invoicing.
- Extract appropriate queries to provide finance team the monthly reports with regarding to recoveries.
- Reporting to the finance team the semi-annual reports (BDL 16A / Write-off exercise).

HSBC – Lebanon

CREDIT MANAGEMENT UNIT OFFICER, APRIL 2008 – JUNE-2017

Job Profile

Legal Officer: Control and handling legal / agencies portfolio activities:

- Establish out-of-court settlements, reduce legal costs/fees & increase recoveries
- Maintain legal MI by controlling the legal cases progress, updated balances & respective costs/fees.
- Supply the management with profitability statistics and other monthly reports.

Quality Officer:

- Route calls to team leaders for assessment
- Participate in calibration sessions

Collection Compliance and AML Champion

- Raise awareness on Compliance and AML among the team & provide necessary help/answers.

Backup of the Admin team

First year, I was Involved in different collection activities aspects in the CMU.

EDUCATION

Education

- **Bachelor's Degree**, Lebanese University Month, 200? – Month, 200?
- **Lebanese Official Bacc. II**, Saint Coeur Ain-Ebel (1988 – 2002)

Professional Development

- Call model
 - Work-out settlement
 - Win win agreement
 - online e-learning
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- **Computer Skills**: MS Office (Word, Excel, and PowerPoint)

Date of Birth: 21/05/1985 | **Languages Known:** Mother tongue: Arabic, Flue in English and French
Nationality: Lebanese | **Visa Status:** Citizen | **References:** Available on Request