

# Charbel Khalil

## Economics Student

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## Summary

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A dedicated and creative graduate of Economics with 1+ years of experience in the customer service and banking industries. Responsible for the effective and successful management of customers' transactions, productivity, quality control, and Customer and Operational services. Effective leader who performs well in a collaborative environment with clients and coworkers. Adept at ensuring timely delivery of services and their technical feasibility. Seeking to work in an environment that is conducive to my intellectual, professional, and personal growth, where I can contribute significantly to the growth of the team/organization with strong experience and expertise leading to success.

## Experience

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### **Intern – 2022 to 2022**

#### **Bemo Bank, Beirut Lebanon**

- Implemented regular, in-depth analyses of the organization's policies and processes to ascertain strengths and shortcomings.
- Collected and compiled data related to Bank's objectives and keeping records of the activities.
- Organized and supported the progress of the project with case team members while constantly delivering value.
- Responsible for the operation services to aid the clients with regards to deposits and withdrawals and teach them how to use the ATM.
- Responsible for the Customer Services with regards the customer loan and term deposits,
- Responsible for the service of Guarantee and Credit and Effect Letters.
- Managed account relationships and built strong relationship with clients; handled and resolved all customer's complaints.

### **Financial Analyst Intern – 2022 to 2022**

#### **Wall Street Oasis, Beirut, Lebanon**

- Used different databases to create financial and budgetary reports while using advance excel formulas. Reviewed and sent them to the management.
- Reviewed the given financial reports and ensured accuracy. Reported any issue and mistake to the management team and conducted minor changes without direct supervision.
- Participated in the weekly meetings and provided recommendations and opinions on areas of improvement.
- Operated cross-functionally by proactively aiding and assisting the other departments in order to meet client and organization needs.
- Provided the managers both fiscal obligations, accounting allocations, and budgetary advice on a regular basis.

## Education

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### **Bachelor 's Degree in Economics – 2023**

Lebanese American University, Byblos, Lebanon

## Extracurricular Activities

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### **Community Service, Outreach and Civic Engagement Department – Present**

**Assistant Coordinator, Chain Education – 2022**

## Certifications and Workshops

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### **Young Leader's Program, Saradar Bank– 2022**

**Innovation and a Generation of Entrepreneurs During Crisis, Outreach and Civic Engagement Department**

**Engaging in Productive and Self-Reflection, Outreach and Civic Engagement Department**

**Public Speaking, Outreach and Civic Engagement Department**

**Project Management, Outreach and Civic Engagement Department**

## Skills &Expertise

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- Leadership & Team Management
- Communication & Negotiations
- Problem Solving
- Strategic Planning
- Adaptability
- Customer Service
- Planning & Organization
- Data Analysis
- Time Management
- Decision Making
- Microsoft Office
- Market Research
- Presentation Skills

## Languages

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