

# Carine N. Abdo

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## CAREER OBJECTIVE

Obtain a challenging position, where I can contribute positively given my education and experience and offer valuable inputs for your company.

## TECHNICAL SKILLS

- Microsoft Office (MS Word, Excel, PowerPoint, Internet.)

## PERSONAL SKILLS

- Excellent written and verbal communication skills
- Ability to work independently or as part of a team

## WORK EXPERIENCE

### **Financial Center Assistant Manager (June 2022- June 2025)      Bank Of America – California ,United States**

- Manage client traffic, engaging and appropriately routing clients, and fosters client retention.
- Manage business results through formalized management routines and coaching.
- Create a world class client experience environment.
- Manage market-level initiatives prescribed by market leaders.
- Drive operational excellence by engaging employees on business strategy.
- Manage organizational priorities and effective execution.

### **Senior Banker (April 2020-May 2022)      Bank Of America – California ,United States**

- Build relationships with clients by using a defined consultative questioning approach that help gain in-depth knowledge of clients' financial life priorities and connect them to solutions that meet their financial goals.
- Provide clients with a personalized rewarding experience by executing a variety of defined client engagement strategies through relationship calling in-person conversations and referrals to specialists.
- Follow established processes and guidelines in daily activities to do what is right for clients and the bank, adhering to all applicable laws and regulations.
- Address inquiries, resolving problems, and providing personalized assistance.

### **Retail Credit Information Officer (May 2018 – Feb 2020)      BLC Bank-Lebanon**

- Review printed and electronic press (assigned newspapers, the Official Gazette, specialized news, websites.), extract useful information, input them in Database and inform the concerned departments/branches about information related to their clients.
- Prepare credit information reports on Moral Entities/Companies which want to open a new relationship with the bank and for existing ones upon KYC renewal. This includes SAL, SARL and offshore companies as well as public institutions, NGO and other institutes.

## EDUCATION

### **MBA in General Business Administration (2016-2019)**

American University of Science and Technology

Lebanon

### **Bachelor of Modern Language and Translation (2013-2016)**

Holy Spirit University of Kaslik

Lebanon

### **Literary Section, French & Lebanese Bacallaureate (1998-2013)**

Collège de la Sainte Famille Française

Lebanon