

# JAD ABOU JAOUDE

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## PROFESSIONAL SUMMARY

Finance professional experience in Banking, Retail Management, and Field Operations. Proficient in providing excellent Customer Service, Collecting and Analyzing Data, and utilizing Digital Banking Tools. Fluent in English, French, and Arabic, with strong attention to detail and problem-solving abilities. I am eager to contribute my diverse experience and knowledge to a dynamic team.

## EDUCATION

### University of Massachusetts Boston

Bachelor of Science in Management concentrated in **Finance**

- Graduated with **Honors 3.7/4 GPA**
- Dean's List Fall
- Coursework in Corporate Financial Management, Financial Analysis, and Investment

### Massasoit Community College

Associate of Science in Management concentrated in **Business Administration**

- Graduated with **Honors 3.6/4 GPA**
- Dean's List
- Coursework in HR Management, Supply Chain Management, and Project Management

## PROFESSIONAL EXPERIENCE

### IOM - UN Migration | Field Enumerator | Part-Time

Jan 2025 - present

- Conducted household visits for needs assessment, data collection, and monitoring.
- Supported implementation and monitoring of emergency recovery projects.
- Facilitated focus group discussions to identify community priorities.

### Santander Bank USA | Bank Teller | Full-Time

Feb 2024 - Dec 2024

- Processed deposits, withdrawals, transfers, cash checks, and loan payments.
- Assist clients with account inquiries and transactions.
- Promote bank products, contributing to increased branch sales.

### South Shore Bank | Digital Banking Advisor | Full-Time

Jan 2023 - Dec 2024

- Provided electronic advisory services to clients for accounting services and transactions.
- Utilized client interface technology, electronic delivery system, banking software tools.
- Actively identified and pursued sales opportunities via electronic channels.

### 7-Eleven | Operations Supervisor | Full-Time

Dec 2019 - Dec 2022

- Supervised daily operations including employee scheduling and task assignments.
- Tallied inventory requirements and managed supplier relations.
- Designed and implemented store objectives at management's request.

## SKILLS

- |  |                            |
|--|----------------------------|
| ✓ Multilingual in <b>English, French, Arabic</b> | ✓ Microsoft Office         |
| ✓ Data Collection & Assessment                   | ✓ Digital Banking Software |
| ✓ Cash Handler                                   | ✓ Customer Service         |