

# WAHIB CHARBEL

## Certified Football Professional | Relationship Manager

☎ +6046538158 +96170844097    @ wahibcharbel@hotmail.com    🔗 https://linkedin.com/in/wahib-charbel-3aba3953  
📍 Canada / Lebanon

### SUMMARY

Multidisciplinary football and business professional with 10+ years of experience across banking, NGOs, and the football industry. Strong background in client relationship management, business development, and operational coordination, combined with hands-on experience in youth football academies, coaching, scouting, and football operations. Known for building trust with diverse stakeholders, driving growth KPIs, and bridging commercial strategy with football development and performance.

### CERTIFICATION

#### Sales Advantage Course

Dale Carnegie Training

#### TCF Canada - Niveau B2

France Éducation internationale

#### IELTS - General Training (overall score 8.0)

British Council

#### Lebanese Financial Regulations

Chartered Institute for Securities & Investment (CISI)

#### Introduction to Securities & Investments (International)

Chartered Institute for Securities & Investment (CISI)

#### Football Administration & Management

AFC Academic Center of Excellence

#### Academy Management and Talent Development

Focus Sport Business School

#### Football Scouting Programme

Professional Football Scouts Association (PFSA)

#### Level D football coaching diploma

The Asian Football Confederation

### EDUCATION

#### Football Coaching Diploma, Football

Step Ahead Sports School & WOSPAC

📅 01/2018 - 12/2019

#### Post Graduate Diploma, Football Business

Johan Cruyff Institute

📅 01/2017 - 12/2018

#### Bachelor's Degree, Business Administration and Management, General

American University of Technology

📅 01/2007 - 12/2010

### EXPERIENCE



#### Assistant Producer - EA FC

EA SPORTS

📅 2025 - Present    📍 Vancouver, Canada

Gaming

- Support the delivery of game features from concept to launch through collaboration with designers, artists, engineers, and project managers.
- Document design ideas with clear and structured input.
- Assist Lead Producers by communicating progress, challenges, and priorities within your team throughout development.
- Foster a collaborative team culture by sharing knowledge and learning from others.



#### Senior Resettlement assistant

UNHCR

📅 01/2022 - 07/2025    📍 Beqaa, Lebanon

INGO

- Improved mission efficiency by {20%} by organizing logistical support for {15} resettlement missions in Lebanon.
- Conducted preliminary interviews to identify refugees for resettlement or family reunification.
- Prepared documentation for resettlement submissions, ensuring timely updates of case records.
- Followed up on resettlement cases from submission to final decision and departure.
- Provided accurate information on UNHCR's resettlement policies to persons of concern.
- Coordinated travel arrangements for refugees accepted for resettlement.
- Maintained resettlement statistics and prepared reports.
- Reported suspected resettlement fraud, ensuring compliance with UNHCR guidelines.



#### Founder

Octagon

📅 2022    📍 Lebanon

Startup project

- Developed detailed manual event-tagging system across 8 match categories
- Offered custom team & player analysis reports
- Supported clubs and academies in KPI tracking and talent evaluation

### LANGUAGES

English    Proficient    ●●●●●

French    Advanced    ●●●●●

## LANGUAGES

Arabic

Native ●●●●●

## AWARDS



Certificate of recognition for achieving outstanding performance in "Retail" - Bank Of Beirut



Sales Presentation Champion, Issued by Dale Carnegie Training

## EXPERIENCE



### Relationship Manager, Business Banking unit - Transaction Banking Department

Bank of Beirut

05/2021 - 12/2021 Beirut, Lebanon

Financial Institution

- Increased cash management clients portfolio by developing business relationships in target markets for business banking.
- Identified cross-selling and referral opportunities in commercial and retail segments.
- Conducted portfolio reviews to ensure growth in transactions and liquidity.
- Liaised with branch network to meet KPIs and shared targets.
- Handled stakeholder complaints through formal processes to resolve issues.
- Monitored client activities to achieve business value and suggest enhancements.
- Reactivated dormant accounts and generated new corporate leads.



### Senior Personal Banking Representative

Bank of Beirut

10/2016 - 05/2021 Beirut, Lebanon

Financial Institution

- Contributed to the growth of business and hence branch profits through business development
- Built and Developed Relationships with bank customers and attract new clients all while abiding to compliance regulations
- Cross-sell the bank's products based on transparency and suitability requirements, using CRM
- Encouraged and enhanced the sales culture within the branch by coaching and monitoring coworkers
- Coordinated with sales and service quality unit to maintain an excellent client servicing level



### Founding Member

Club Deportivo Beirut

01/2020 - 08/2020 Beirut, Lebanon

Football Academy

- Led strategic development of youth training programs
- Created technical and scouting department
- Managed operations, marketing, and club identity
- Increased engagement by 25%
- Led training sessions, managed game preparation
- Supported tactical and technical development of youth players



### Personal Banking Representative

Bank of Beirut

10/2011 - 09/2016 Beirut, Lebanon

Focused on sales and marketing within the financial products industry, specializing in loans and customer relationship management.

- Promoted and sold personal loans, car loans, housing loans, credit cards, and saving plans
- Supported branch manager to achieve targets and boosted sales performance
- Developed client relationships, handled complaints, and improved customer service via CRM systems
- Trained and supervised new staff on sales efficiency and product knowledge
- Advised on FATCA compliance and managed auditing processes
- Acquired new clients through targeted outreach, outbound visits, and cold calls



### Trainee

HSBC

08/2009 - 10/2009 Beirut, Lebanon