

KATELYNN ABBOUD

B.S. IN MANAGEMENT AND INFORMATION SYSTEM

CONTACT INFO

Address: Miami, Florida
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Nationality: American/Lebanese

SKILLS

Technical Skills:

Microsoft office (Word, PPT, Excel)

Soft Skills:

Management-Critical thinking- Leadership-
Communication-Accurate-Organized

Languages:

Arabic: Native Language

English: Professional Working Proficiency

French: Professional Working Proficiency

INTERESTS

Sports: Boxing, Dancing

Others: Singing, Traveling, Writing, Influencer

EDUCATION

Notre Dame University of Zouk Mosbeh

Bachelor in MIS | 2016-2021

Saint-Coeur - Ain Najem

Baccalaureate II, Economics and Sociology | 2001-2016

Extracurricular Activities:

- Chief Scout
- Council Leadership Academy Certificate

PROFESSIONAL EXPERIENCE

Sales Associate:

Nike Store Miami | 2023-Present

- Welcoming customers into the store
- Staying knowledgeable about the brand's product
- Explaining to customers the best products for their needs
- Recommending related products to increase customers' options and enrich the shopping experience
- Accepting and processing orders, operate the POS register and resolve returns issues
- Promoting special sales, offers and awareness of store loyalty program

Junior Technical Consultant:

Asteya UAE Office | 2020- 2021

- Was part of the product team
- Gave feedback and updates on the daily tasks, achievements
- Prepared and organized the essays and videos of every product
- Helped customers to understand how to use and when to use their signature product
- Gave a better understanding to the team on the essays and videos I had done

HR Intern:

SGBL Lebanon | 2019-2020

- Understood how the whole process in the bank works
- Took care of customer's applications
- Filled customer's platform and provided to the team
- Organized files according to certain factors
- Provided the team with the right information when needed

Finance and Receptionist:

Der Al Kalaa | 2019-2020

- Gave the best service to customers
- Filled daily platforms on PC
- Took care of customer's needs
- Made sure the satisfaction of the customer
- Checked the cleanliness of the place
- Solved customer's problems

Human Resources and Finance:

Waves Aqua Park | 2018-2019

- Gave the best service for customers
- Solve customer's problems
- Ensured customer's satisfaction
- Answered phone calls and any questions needed
- Took care of customer's complaints
- Gave the customer all the safety needed
- Was the connection between the customer and the managers