

MARIE-JOSE ROGER ABDUL-KARIM

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Languages: English, French and Arabic (full proficiency), Spanish (intermediate level)

PROFESSIONAL EXPERIENCE

SNA Insurance – (Previously Allianz) *Hazmieh, Lebanon*

Market management and customer focus coordinator

Sep 2023 – Present

- Handle of customer service and complaints.
- Work on market research, media analysis and reports.
- Reporting of customer's KPIs (CSOE, BPM, NPS).

Digital Transformation Coordinator

May 2023 to Sep 2023

- Improvement of operations through technology advancements solutions.
- Coordination with the developers and designers for the new digital products and services.
- Conduct research on market trends and new technologies that may affect business operations.

Administrative assistant (CEO office)

Nov 2022 to May 2023

- Follow-up and Coordinate with the departments on the tasks required by the CEO.
- Monitor and reconcile the expenses versus the budget and follow-up with the regulators.

The Learning Center for the Deaf (NGO) *Baabda, Lebanon*

Administrative assistant

Mar 2022 to Sep 2022

- Administrative tasks, mainly related to proposal writing for the UNICEF.

ELIA Medical *Toulouse, France*

Database Entry and After-Sales Service

Feb 2021 to Sep 2021

- Review and validation of data for deficiencies and errors.
- After-Sales service and quality control.

FNAC *Paris, France*

Product Manager Assistant (intern)

Sep 2020 to Jan 2020

- Monitor and analyse the results of the marketing mechanisms.
- Assist the manager in the quality control procedures and participate in the strategic projects on the Book market: analyses to improve the purchases and the related commercial actions.

EDUCATION

INSEEC MSc & MBA Business School *Paris, France.*

June 2020

- Master 1 in International Management.
- Master 2 in Big Data and Marketing.

SAINT JOSEPH UNIVERSITY *Beirut, Lebanon.*

June 2018

- Bachelor in Business and Management.

CERTIFICATES

- LAU: Business Analysis.
- BMB: Data Analysis through Ms Excel, Advanced Ms Excel - VBA, Power BI, Python, MySQL.

SKILLS

- Analytical thinking, problem solving, detail-oriented and time management.
- Ms Office and Data management: cleaning, sorting, designing, analysing, visualizing.

EXTRACURRICULAR ACTIVITIES:

- Professional Badminton player, Gym. Present
- Lebanese Red Cross Youth Department. 2016-2019
- Lebanese Scouts. 2010-2018