



Jad Gholam

Technical Operations Specialist

Beirut, Lebanon

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Skills

Operations Management

Technical Systems
Management

Project Coordination

Customer Support &
Engagement

Zendesk

Jira

Languages

English

Arabic

French

Hobbies

Football, Hiking, Streaming, Gaming

Profile

Operations professional with 5+ years of experience in esports and event management. Skilled in optimizing workflows, managing technical systems, and leading teams to execute complex projects efficiently. Strong background in leveraging technology and data to enhance operational performance in fast-paced environments.

Employment History

Technical Operations Specialist, Bayes, Berlin

September 2022 — Present

- Responsible for monitoring, maintaining, and optimizing IT systems and processes. Duties include providing technical support, troubleshooting issues, improving workflows, managing data, ensuring security and compliance, and collaborating with various teams to implement new technologies. documentation procedures, generated reports, and provided training to staff on technical tools and best practices.

Events Supervisor at Blink Kuwait, Kuwait, Events, Kuwait City

August 2021 — April 2024

- Overseeing live event execution, coordinating logistics, managing on-site teams, ensuring compliance with safety and regulations, and liaising with vendors and stakeholders. Responsible for troubleshooting issues, supervising guest services, managing budgets, and providing post-event evaluations for continuous improvement.

Operations Support, 5CA, WFH Beirut

October 2018 — January 2021

Providing operational support by coordinating workflows, managing technical systems, and troubleshooting issues to ensure smooth service delivery. Assisting with data analysis, optimizing processes, and supporting cross-functional teams to enhance efficiency and customer satisfaction.

Stage Manager, Ahla Fawda, Beirut

August 2012 — October 2019

Managing all aspects of stage production, including coordinating rehearsals, overseeing stage crew, and ensuring that technical and performance elements run smoothly. Responsible for cueing performers, managing props and equipment, maintaining communication between departments, and ensuring safety on stage. Handling schedules, troubleshooting issues during performances, and ensuring that all aspects of the production are executed on time and according to plan.

Education

Bachelor's Degree, American University of Science & Technology, Beirut

January 2015 — May 2018