

# George Jack Karam

[Email: gik08@mail.aub.edu](mailto:gik08@mail.aub.edu)

Mobile : +961 70 802 807 | +1 747 327 0625

## Work experience

Strategy Consultant

June 2025 – Sep 2025

**Freelance (Client: Teppanyaki Supreme LLC, Los Angeles)**

**Los Angeles, USA**

- Documented and standardized operational processes to ensure consistency and accountability across departments.
- Established KPIs aligned with business objectives to measure workforce productivity, operational performance, and customer satisfaction.
- Identified key operational risks across the operational processes and proposed mitigation strategies to enhance business continuity.
- Reviewed their 3-year strategy plan, analyzed the current market for food in LA (benchmark), and performed a gap analysis to suggest high level improvements. (Partial)

Strategy Consultant

Oct 2023 – May 2025

**Management Partners**

**Dubai, UAE - Hybrid**

- Documented organizational processes and operational models for government and humanitarian clients, enhancing clarity and standardization.
- Improved and developed institutional processes using best-practice methodologies, driving efficiency, compliance, and digital enablement.
- Designed and implemented KPI frameworks directly linked to organizational goals, improving accountability and performance tracking.
- Identified and classified operational risks across HR, procurement, and governance functions, developing mitigation plans to reduce exposure.
- Led multiple transformation initiatives — from HRIS design and SOP development to AI-driven process optimization — improving service delivery and data accuracy.
- Delivered strategic reports and executive presentations translating complex analyses into actionable insights for senior leadership.
- Drove cross-functional collaboration to ensure timely delivery, risk mitigation, and measurable performance outcomes across key projects.
- Supported digital transformation and AI implementation within the firm to improve internal efficiency and project delivery.
- Collaborated with cross-functional teams to ensure timely project delivery, risk mitigation, and stakeholder satisfaction.
- Prepare compelling proposals for potential clients, contributing to overall strategy and taking lead on selected sections.

Senior Associate, Knowledge Hub

Aug 2022 – Oct 2023

**Strategy& - Part of PwC Network**

**Middle East**

- Work with the head of the knowledge hub to help drive the strategic agenda for the platform, suggest improvements to the platform.
- Work with practice partners to drive the specific practice knowledge roadmap.
- Act as a single point contact for the all the relevant changes and updates the firm's knowledge management platform.
- Liaise with relevant stakeholders to collect and analyze knowledge management needs, interact with the audience to capture the feedback on the platform.
- Work on and analyze Power BI dashboards for performance and gaps analysis for all practices.
- Analyze usage data, extract patterns, and perform regular analysis and suggest/implement further updates.
- Gather requirements, business needs and work closely with PwC EmTech team on the UI/UX of the KH 2.0 release.

Digital Project Manager,

March 2019 – July 2022

**Bridge Outsource Transform**

**Lebanon | Jordan**

- Handle project execution processes of BOT's customers, from project enquiries to project delivery.
- Coordinate and communicate with clients regularly and adequately on the project scope of work, integrate feedback on time.
- Implement quality services and ensure appropriate QA processes.
- Maintaining internal platform database and generating report using MySQL.
- Manage CRM, setup features and all operational processes.
- Manage the development of the internal B.O.T platform for workflow and project management using Jira.

Graduate Assistant,

August 2019 – May 2020

**American University of Beirut**

**Lebanon**

Network Engineer Intern, Radio Network Planning and Optimization,

June 2016 – September 2016

**Touch, Zain Group**

**Lebanon**

- Prepared reports with the Ministry of Telecommunication.
- Analyzed traffic reports and prepared drive tests.

## Education

Master of Engineering Management, Industrial Engineering

August 2018 – May 2020

**American University of Beirut**

**Lebanon**

Bachelor of Engineering, Computer and Communication Engineering

August 2012 – May 2017

**Notre Dame University**

**Lebanon**

## Extracurricular activities

## Languages & Activities

IEEE member

2012 – 2017

IEEE treasurer

2013 – 2015

Ghalboun International Festivals Team LeadTutor,

2012 – 2018

private sessions

2012 – 2016

Choir member, theatre group member, pianist, soccer team player | Rosary Sisters School

2009 – 2012

Fluent in English and Arabic

Good in French

Swimming, football, ping pong and piano

References available upon request.