

## Jad J. El Zein

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Economics graduate with hands-on experience in sales operations, deal lifecycle management, and cross-functional coordination. Proven track record in managing end-to-end client onboarding processes, maintaining CRM systems, and collaborating with multiple stakeholders to drive efficient deal closure. Skilled in problem-solving, process management, and delivering exceptional client service in fast-paced environments.

### Education

**Lebanese American University (LAU) | Beirut, Lebanon**

**Sep 2022 – Dec 2025**

- B.S. in Economics
- Member of LAU tennis varsity team

### Experience

**Sales Consultant | SmartSource | Beirut, Lebanon**

**Dec 2025 – Present**

- Managed end-to-end deal lifecycle for 30+ SME clients using internal CRM system, tracking each opportunity from initial outreach through contract negotiation to post-sale support
- Collaborated cross-functionally with Marketing and Product teams to tailor solution packages based on client budget and business needs
- Structured and negotiated customized digital marketing agreements, ensuring alignment between client requirements and company policies while maintaining 85%+ client satisfaction rate
- Provided ongoing post-sale support to 10+ new customers, proactively addressing queries and demonstrating solution value through data-driven performance reviews
- Maintained detailed documentation of deal structures, client communications, and contract terms to ensure accurate record-keeping and smooth handoffs

**SaaS Sales Operations Intern | Ark Energy | Dubai, UAE**

**Jun 2024 – Aug 2024**

- Supported the Sales team in managing early-stage sales activities for an Energy Management SaaS platform
- Prepared customized client presentations and proposals by synthesizing technical requirements, pricing structures, and client data across multiple sectors (hospitality, manufacturing, industrial)
- Managed turnaround times across the sales cycle, tracking metrics from lead identification to demo scheduling, reducing average response time from initial inquiry to first demo by 25%

**VTR Operator (Part-time) | OTV | Beirut, Lebanon**

**Jan 2024 – May 2024**

- Supported the Sales team in managing early-stage sales activities for an Energy Management SaaS platform
- Prepared customized client presentations and proposals by synthesizing technical requirements, pricing structures, and client data across multiple sectors (hospitality, manufacturing, industrial)
- Managed turnaround times across the sales cycle, tracking metrics from lead identification to demo scheduling, reducing average response time from initial inquiry to first demo by 25%

### Extracurricular Activities

**Varsity Tennis Team Member | Lebanese American University (LAU) | Beirut, Lebanon**

**Sep 2022 – Dec 2025**

- Represented the university as a varsity tennis player, competing in 20+ local inter-university tournaments across Lebanon and securing 1st place finishes in 2 competitive events
- Competed internationally at the Athens International Tennis Tournament, placing 4th among 100+ participants

**Entrepreneurship Competition | Saint Joseph University (USJ) | Beirut, Lebanon**

**Feb 2022 – Apr 2022**

- Developed a comprehensive product pitch for an innovative healthcare solution
- Conducted a thorough benchmarking on similar applications globally, identifying best-in-class products to inform the development of our application's workflow
- Participated in a highly competitive entrepreneurship competition featuring over 100 product pitches from various high schools in Lebanon, and achieved 2<sup>nd</sup> place overall in the competition

### Languages & Skills

**Nationality** Lebanese

**Languages** Fluent in Arabic, English and French

**Key Skills** MS Office, Deal Management, Process Management, Customer Relationship Management, Customer Success, Stakeholder Management, Attention to Detail