

# JAMIL HARAJLY

## Head of Operations

### PROFESSIONAL SUMMARY

Results-driven Operations Lead with 10+ years of experience in operations, sales management, and client relations across hospitality and education sectors. Proven track record in streamlining processes, driving revenue growth, and leading cross-functional teams to achieve business goals. Skilled in project management, risk mitigation, and CRM-driven sales strategies. Adept at optimizing resources, improving efficiency, and delivering measurable results in multicultural and remote environments.

### EDUCATION

- **Bachelor in International Hospitality Management**  
American University of Culture & Education, Beirut (2014)
- **Baccalaureate in Life Science**  
Saint Georges College (2010)

### SKILLS

- Project Lifecycle Management
- Core Competencies: Risk Management, P&L, Sales Forecasting
- Process Improvement
- Project Management Tools: Trello, Jira
- Stakeholder Engagement
- Performance Tracking
- Operational Efficiency
- CRM Tools: Zoho, Apollo, Hubspot
- Pipeline Management
- Business Development & Client Acquisition
- Data Analysis & Reporting
- Client Success & Account Management
- Conflict Resolution & Complaint Handling



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Beirut, Lebanon

### EXPERIENCE

#### ○ Head of Operations

*Jan 2026 - Present*

Innavera, Canada

- Operations Leadership: Overseeing daily business operations to ensure efficiency, scalability, and quality across all departments.
- Cross-Functional Enablement: Collaborating with leadership, product, sales, and support teams to align resources, streamline workflows, and accelerate execution.
- Process Design & Governance: Building clear, repeatable, and scalable processes that strengthen operational discipline, accountability, and execution consistency across the organization.
- Project & Delivery Management: Leading end-to-end project execution, ensuring initiatives are delivered on time, on scope, and aligned with strategic priorities.

#### ○ Project & Operations Lead

*Jan 2024 - Dec 2025*

Englease, Dubai

- Delivered projects on time and within budget by managing end-to-end lifecycles.
- Streamlined workflows and resource allocation, reducing operational costs.
- Led a cross-functional team of 20 across 3 departments, improving delivery timelines.
- Developed KPI dashboards and reports that enabled faster and more accurate decision-making.

## LANGUAGES

- Arabic: *Native*
- English: *Full Professional Proficiency*
- French: *Limited Working Proficiency*

## INTERESTS

- Outdoor Activities
- Exercising & Healthcare
- Social Engagement
- Arts & Entertainment

## EXPERIENCE

- **Sales Manager** *Feb 2021 – Nov 2024*  
Englease, Dubai
  - Increased client acquisition through targeted outbound campaigns and structured sales plans.
  - Built and coached a team of 8 sales agents, consistently surpassing revenue targets.
  - Implemented pipeline management strategies that drove year-over-year revenue growth.
  - Improved client satisfaction by ensuring timely resolution of customer concerns.
- **Senior Sales Manager** *Sep 2014 – Jun 2020*  
Coral Beirut Al Hamra Hotel
  - Consistently exceeded sales targets, maintaining top-performer status.
  - Generated over 200 qualified leads monthly using CRM tools and market research.
  - Secured new business partnerships that contributed to sustainable revenue growth.
  - Mentored sales team members to strengthen performance and conversion rates.
- **Duty Manager** *Apr 2014 – Sep 2014*  
Golden Tulip Hotel de Ville, Beirut
  - Supervised daily hotel operations, coordinating staff across multiple departments.
  - Delegated duties effectively, ensuring smooth workflow and guest satisfaction.
  - Reported operational KPIs and compliance checklists directly to senior management.
- **Front Office Supervisor / Night Auditor** *Apr 2011 – Mar 2014*  
Golden Tulip Hotel de Ville, Beirut
  - Oversaw front desk operations, including check-ins/outs and guest service requests.
  - Balanced and closed daily financial accounts with accuracy.
  - Handled guest concerns promptly, fostering a positive customer experience.