

# Jacques Jabr

## BS in Business (Information and Technology Management) | Educator | Musician

+961 76 768 672 | [jabre.jacques@gmail.com](mailto:jabre.jacques@gmail.com) | [linkedin.com/in/jacques-jabr-32222624b](https://www.linkedin.com/in/jacques-jabr-32222624b)

Lebanese | Fghal - Byblos, Lebanon

### Summary

---

**Business graduate** with an emphasis in Information and Technology Management (**CGPA: 3.92**) from the **Lebanese American University**, with solid experience in **academic research** focused on digital transformation, organizational performance, and market dynamics. Contributed to research projects and publications using advanced statistical, translating complex data into actionable insights.

Complemented by over **five years of experience as a musician and educator**, demonstrating creativity, discipline, and the ability to communicate complex concepts effectively through teaching and performance.

Additionally, have hands-on experience in **sales development and growth partnerships**, with skills in **lead generation, CRM management, market research, and client engagement**, bridging analytical thinking with business-driven solutions.

### Experience

---

#### Research Assistant | LAU (Part-Time) | June 2025 – Present

- Co-authored two academic papers currently under review:
  - *“Spearheading Fluctuating Markets: The Interplay of Agility, Technology, and Performance”* — developed a conceptual framework linking organizational agility, technological enablers, and operational performance outcomes; analyzed mediating effects using Exploratory Factor Analysis (EFA), Confirmatory Factor Analysis (CFA), and Structural Equation Modeling (SEM).
  - *“Integrating Lean Manufacturing, Industry 4.0 Technologies, and Sustainability Practices for Enhanced Operational Performance”* — employed a quantitative survey and SEM to test hypotheses on the mediating roles of lean manufacturing and sustainability in improving operational performance metrics across automotive firms in the US and Europe.
- Assisted in designing and implementing research methodologies and data collection instruments to ensure accurate and relevant data acquisition.
- Led and mentored incoming Graduate Assistants (GAs) and Graduate Research Assistants (GRAs), providing training on research methodologies, onboarding them into ongoing projects, delegating tasks, and monitoring progress to ensure high-quality research output.
- Conducted quantitative and qualitative data analysis using statistical software to derive insights and support research hypotheses.
- Collaborated with interdisciplinary teams to integrate technological tools and business strategies in research projects.
- Prepared detailed reports, presentation materials, and visual data summaries for faculty and stakeholders.
- Facilitated communication between research participants, faculty, and administrative staff to coordinate study activities and timelines.
- Contributed to drafting and editing academic manuscripts and research proposals to secure funding and publication.
- Managed research project timelines and facilitated coordination among faculty, students, and external collaborators to ensure milestones were met.
- Supported literature review and synthesis to identify gaps and trends in technology and business research.

- Explored business continuity planning, disaster recovery as a service (DRaaS), and data protection mechanisms (backup, replication, deduplication)
- Learned service-lifecycle planning, service-portfolio management, and IT-transformation best practices to align technology solutions with business objectives

### **Ecole d'Art et de Musique | Music Instructor (Part-Time) | 2024-Present**

- Design and deliver individual and group percussion lessons (tabla, riq) aligned with conservatory curriculum
- Develop customized lesson plans, assess student progress, and provide constructive feedback
- Organize student recitals and collaborate with faculty on performance events
- Mentor students in musicianship, technique, and music theory, fostering both technical skill and creative expression

### **Music Teacher | École Al Kalima – Saint Antoine Chekka (Part-Time) | January 2026 – March 2026**

- Teach music to students from Grade 1 to Grade 6, adapting instruction to different age groups and learning levels.
- Design age-appropriate lesson plans that develop musical skills, creativity, and discipline.
- Prepare students for school performances, recitals, and musical activities.
- Foster teamwork, confidence, and appreciation for music through structured classroom instruction

### **Academic Tutor | LAU | November 2025-March 2026**

- Develop personalized tutoring plans tailored to individual students needs to improve comprehension and academic performance in quantitative business subjects.
- Collaborate with faculty to align tutoring materials with current curriculum and update content based on emerging business analysis trends.
- Utilize practical examples and case studies to clarify complex concepts in statistics and business analysis.
- Maintain detailed records of tutoring sessions and student outcomes to track effectiveness and inform instructional strategies.
- Conduct one-on-one and group tutoring sessions to strengthen students' grasp of business analytics concepts and methodologies.

### **Growth & Partnerships Associate | Udaress AI (Remote) | December 2025 – March 2026**

- Support growth initiatives by identifying, researching, and engaging potential partners in education and technology sectors.
- Conduct **cold calling**, follow-ups, and partnership communications.
- Use **Hubspot CRM and Sales workplace** to handle Leads, and all relevant contacts and companies information .
- Assist in developing partnership strategies to expand platform reach and user acquisition.
- Conduct market research to identify new growth opportunities and collaboration models.

### **Sales Development Representative | Ponderfield (Freelance) | November 2025 – January 2026**

- Generate and qualify high-quality leads to support the sales pipeline and increase conversion rates.
- Conduct targeted inside sales calls and emails to engage potential clients and schedule product demonstrations.
- Identify and researched new business development opportunities to expand market reach and drive revenue growth.
- Collaborate with sales and marketing teams to create tailored client outreach strategies and improve lead nurturing processes
- Develop customized sales pitches and presentations that addressed client pain points and highlighted product value propositions.

## **Education**

---

### **Lebanese American University, Bachelor of Science in Business with an emphasis in Information and Technology Management**

**Graduated: December 2025**

- **CGPA:** 3.92 / 4.00
- **Relevant Coursework:** Data Analysis, Statistics, Database Management, IT Project Management, Operations and Project management, Digital transformation.  
**–Systems Analysis and Design:** Applied system development methodologies to medium-to-large-scale projects. Focused on software lifecycle models, requirements elicitation, validation, and UML-based design. Gaining practical experience in building scalable, reusable, and cost-effective software solutions.

- Enterprise Resource Planning:** Hands-on work with ERP systems (SAP UCC) to explore real-life business scenarios. Studying integration across finance, supply chain, and operations while analyzing how ERP enhances organizational efficiency and decision-making.
- Strategic Planning & Policy Formulation:** Exploring quantitative methods and managerial techniques for solving operations and supply chain challenges. Applying strategic planning, quality management, and resource allocation models to business case studies.

## Collège des Saint Cœur, Byblos, Lebanon, Lebanese Baccalaureate, General Science 2021

- **Score:** 17.11 / 20 on official exams
- Developed communication, teamwork, and leadership skills through academic and extracurricular projects

## Lebanese National Higher Conservatory of Music 2016 - Present

### *Studies in Percussion, Oud, and Oriental Singing.*

- Master percussion instruments (tabla, riq) through rigorous conservatory training and performances
- Perform in student recitals and regional concerts
- Formal training in oriental and vocal performance
- Performed with many Singers, bands and musicians across Lebanon in many private and public events

## Internships

---

### Touch Lebanon | IT Network Intern | July 2025 – September 2025

- Switching, Routing and installing its Physical Connectivity and also testing it in a virtual lab
- Firewall Cisco ASA to Build a Secure Connection between different DMZs through well-defined access lists
- Managing Internet access for Business needs through configuring rules over Proxy
- Network Inventory in Data Center following its architecture to build its topology
- Network optimization through monitoring the physical and logical status of the connected network

### MET-CS | IT and Cloud Intern | April 2025 – July 2025

- Completed a learning workshop covering key cloud and IT management domains.
- Studied cloud service models (IaaS, PaaS, SaaS), deployment architectures, and security frameworks.
- Gained theoretical knowledge of business continuity, disaster recovery, and IT service lifecycle management.

## Technical Skills

---

### Educational Skills:

- One-on-One & Group Instruction (University & Primary Levels)
- Curriculum Alignment & Lesson Planning
- Student Performance Tracking & Progress Evaluation
- Learning Strategy Development & Concept Simplification
- Public Performance & Recital Preparation
- Classroom Management & Engagement Techniques
- Educational Mentoring & Confidence Building
- Cross-Age Communication & Adaptability

### Research Skills

- **Data Analysis & Statistical Modeling:** IBM SPSS Statistics 26 | IBM SPSS Amos 26 | Exploratory & Confirmatory Factor Analysis | Structural Equation Modeling (SEM)
- **Database Management:** SQL query development | Relational database design & optimization
- **Data Collection & Visualization:** KoboToolbox | PowerBI
- **Research & Analysis:** Quantitative & Qualitative methods | Academic writing | Report preparation | Data interpretation | Literature review | Research methodology
- **Productivity & Office Tools:** Microsoft Office Suite (Excel, Word, PowerPoint, Access)

## **Sales & Growth**

- **Lead Generation & Prospecting:** Cold calling, email outreach, LinkedIn prospecting, qualification frameworks
- **Client Engagement:** Discovery calls, needs analysis, objection handling, product demos
- **Sales Operations:** Pipeline management, follow-ups, opportunity tracking, sales reporting
- **CRM Management:** HubSpot (lead tracking, pipeline management, deal stages, contact/company management)
- **Market Research & Expansion Strategy:** Partner identification, competitor analysis, customer segmentation

## **IT Skills:**

- **Programming Languages:** Python | Java | R | SQL (MySQL Workbench)
- **Network Configuration & Management:** Switching | Routing | VLAN setup | Physical connectivity installation & testing (Cisco environments)
- **Firewall Administration:** Cisco ASA configuration | Access list definition | Secure connection setup between DMZs
- **Proxy & Internet Access Control:** Configuration of network rules | Internet access management for business needs
- **Network Optimization & Monitoring:** Performance analysis | Physical & logical status monitoring | Issue troubleshooting
- **Topology & Inventory Management:** Network inventory documentation | Data center architecture mapping | Topology design
- **Cybersecurity & Ethical Hacking:** Completed Cybersecurity & Ethical Hacking course (YouBee.ai Academy); fundamentals of vulnerability assessment and penetration testing

## **Languages**

---

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

## **Extracurricular Activities**

---

### **Current Regional Responsible for Christian Education, Local Consultant, Former Local President, Former Local Secretary, Congregations of the Pioneers of the Virgin Mary (Byblos Region) | 2018 – Present**

- Organized weekly meetings, summer camps, trips, festivals, and community outreach for 5+ years
- Taught kids in summer school
- Advise local groups on program strategy, event logistics, and volunteer training

### **Co-Founder Maana Band, Singer, Percussionist | December 2026 – Present:**

- Perform as lead singer and percussionist at live events, weddings, and private functions

### **Choir Singer & Media Team Member, Qolo Atiqo Choir | 2019 – Present:**

- Perform choral repertoire for liturgical and public events
- Attend meetings concerning managing choir's photography, video, and social media platforms

### **Percussionist, Oud & oriental singing Student, Lebanese National Higher Conservatory of Music | 2017 – Present**

- Master percussion instruments (tabla, riq) through rigorous conservatory training and performances
- Perform in student recitals and regional concerts
- Performed with many Singers, bands and musicians across Lebanon in many private and public events

### **Percussionist & Dancer, Samra Entertainment Group (Aamchit) | Aug 2019 – Sep 2023**

- Delivered live percussion and dance performances at weddings, festivals, and private events
- Collaborated with event planners, musicians, and technical staff to ensure high-quality shows

## Club Memberships & Athletics

- **Fghal Volleyball Club:** volleyball player

## Academic Projects

---

### ➤ LAU Vertically Integrated Project | Spring 2025

- **Analyzed** the mediating role of technology adoption on the agility → operational performance link
- **Developed** a conceptual framework integrating organizational agility, sustainability, and technology adoption
- **Applied** Exploratory Factor Analysis (EFA) and Confirmatory Factor Analysis (CFA) in IBM SPSS Statistics 26 to validate research hypotheses
- **Conducted** Structural Equation Modeling (SEM) in IBM SPSS Amos 26 to quantify the effects of agility and technology adoption on business performance
- **Collaborated** with faculty and peers to interpret statistical outputs and draft findings for academic presentation

### ➤ Spinneys Supermarkets DX Roadmap | LAU ITM-303 Digital Transformation, Spring 2025

- **Objective:** Create a comprehensive digital-transformation (DX) roadmap for Spinneys Lebanon, integrating market insights, competitive analysis, and emerging technologies to drive sustainable growth and resilience .
- **Researched** customer segments, technology adoption, competition, and structural trends to identify key DX priorities.
- **Formulated** strategic P/O (Problem/Opportunity) statements and innovative solutions—such as AI-driven inventory, click-and-collect app enhancements, digital loyalty chatbot, and localized e-commerce platform.
- **Developed** concrete success metrics and a causal business theory to ensure measurable impact
- **Presented** findings and recommended phased implementation steps, aligning digital initiatives with Spinneys' customer-centric innovation culture.

### ➤ EAM School Database Management System | LAU ITM-302 Data & Communication Management, Spring 2025

- **Engaged** with École d'Art de Musique through interviews to capture operational workflows and data requirements.
- **Defined** clear business rules and modeled entities, relationships, and constraints; translated into an ERD and relational schema.
- **Implemented** the database in MySQL: created tables, enforced FKs, inserted sample data, and authored SQL queries for reporting and analytics.
- **Enhanced** skills in database design, SQL programming, and collaborative development while delivering a production-ready system that meets the school's informational needs.

### ➤ EAM Integrated Information System | LAU ITM 420 Systems Analysis & Design, Fall 2025

- **Objective:** Develop a digital system to streamline student enrollment, payment tracking, instructor management, and inventory monitoring across EAM's seven branches.
- Analyzed the organization's structure, workflows, and challenges through stakeholder interviews and process observation.
- Conducted **process modeling**, **use case modeling**, and **class modeling** to capture current and future-state operations.
- Designing data flow diagrams (DFDs) and entity-relationship models to structure system architecture and relational database components.
- Collaborating with team members to document system requirements, define use cases, and prototype interfaces for registration, payroll, and feedback tracking.
- Aiming to deliver a centralized, automated platform to improve reporting accuracy, transparency, and efficiency in EAM's operations.

