

Jad Gholam

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SUMMARY

Operations professional with 5+ years of experience across esports, events, and business development. Skilled in optimizing workflows, managing technical systems, and leading teams in fast-paced environments.

EXPERIENCE

Saba IP, Business Development Executive

Mar 2026 – Present

Responding to client queries for trademark and patent quotations, building client relationships via CRM, and supporting sales and operational objectives cross-functionally.

Bayes, Senior Operations Specialist

Sep 2022 – Aug 2025

Monitored and optimized IT systems, provided technical support, managed data, ensured compliance, and trained staff on tools and best practices.

Blink, Events Supervisor

Aug 2021 – Apr 2024

Oversaw live event execution, coordinated logistics, managed on-site teams, liaised with vendors, and handled budgets and post-event evaluations.

5CA, Operations Support

Oct 2018 – Jan 2021

Coordinated workflows, managed technical systems, and supported cross-functional teams to enhance service delivery and customer satisfaction.

Ahla Fawda, Stage Manager

Aug 2012 – Oct 2019

Managed full stage production — rehearsals, crew, props, cueing, inter-department communication, and on-time execution of live performances.

Middle East Airlines, Passenger Service Coordinator

Aug 2014 – Sep 2015

Handled check-in, boarding, baggage, rebookings, and ground coordination in a high-volume airport environment.

EDUCATION

American University of Science & Technology — Bachelor's in Graphic Design, Beirut, Lebanon

SKILLS

Operations Management • Business Development • Technical Systems • Project Coordination • CRM • Customer Support • Zendesk • Jira

LANGUAGES

English • Arabic • French