

Mohamad Ali Jnaidy

Business Analysis & IT Graduate | Data Analytics & Information Systems

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Summary

A dedicated Information Technology Management graduate (MIS-equivalent) with a strong foundation in business analysis, data analytics, and information systems. Gained practical experience through two summer roles supporting sales management and sales operations, complementing solid academic training in SQL, Tableau, ERP systems, and systems analysis. Demonstrates strong analytical thinking, data handling, and cross-functional coordination skills, with a clear motivation to build a career in Business Analysis, IT, or Data Analytics within dynamic, data-driven environments.

Education

Bachelor of Information Technology Management (ITM) – 2023 to 2026

Lebanese American University (LAU), Beirut, Lebanon

- System Analysis & Design
- Management Information Systems
- Database Management (SQL)
- Business Intelligence & Data Analytics
- Enterprise Resource Planning (ERP)

Academic Projects

Tableau Data Analysis Project

- Developed interactive and visually intuitive dashboards to analyze business datasets and performance metrics.
- Translated raw data into actionable insights using KPIs, dynamic filters, and comparative visualizations to support managerial decision-making.

SQL Database Project

- Designed and implemented structured relational databases aligned with business requirements and data integrity standards.
- Wrote and optimized SQL queries (SELECT, JOIN, INSERT, UPDATE) to retrieve, manipulate, and validate data efficiently.

System Analysis & Design Project

- Conducted end-to-end requirements gathering and analysis through stakeholder needs assessment and process evaluation.
- Created functional documentation, including use-case diagrams, process flows, and system models to support system development planning.

Enterprise Resource Planning (ERP) Project

- Analyzed ERP systems and core functional modules, including Finance, Human Resources, and Inventory Management.
- Evaluated ERP integration and its impact on operational efficiency, data centralization, and business process optimization.

Certifications

- AI in Security – Certificate of Completion** (6-hour professional workshop)
Lebanese American University (LAU) – Academy of Continuing Education – 04/2025

Experience

Sales Operations Coordinator (Summer Role) – 05/2025 to 09/2025

Viaroma Clothing, Lebanon

- Coordinated daily sales operations, supporting order tracking, sales reporting, and cross-functional follow-ups between sales and operations teams.
- Maintained and updated sales data, customer records, and operational logs to ensure data accuracy and reporting consistency.
- Assisted in monitoring sales performance, identifying trends, and supporting decision-making through basic data analysis.
- Supported inventory availability tracking and sales workflow optimization to improve operational efficiency.

Sales Management Assistant (Summer Role) – 05/2024 to 09/2024

Sofia Fish Trading, Lebanon

- Supported daily sales management activities, including order processing, customer coordination, and sales documentation.
- Maintained accurate sales records and assisted in tracking customer orders and demand patterns.
- Coordinated with inventory and operations teams to ensure product availability and timely fulfillment.
- Assisted management in reviewing sales performance data and identifying operational improvement opportunities.

Skills & Expertise

- Business Requirements Analysis
 - Data Analysis & Interpretation
 - SQL & Relational Databases
 - Tableau & Data Visualization
 - Management Information Systems (MIS)
 - Systems Analysis & Design
 - ERP Systems Fundamentals
 - KPI Tracking & Reporting
 - Process Mapping & Optimization
 - Data Accuracy & Validation
- Sales & Operations Analysis
 - Reporting & Dashboard Development
 - Stakeholder Communication
 - Analytical Thinking
 - Problem-Solving
 - Microsoft Excel (Advanced Basics)
 - Data-Driven Decision Making
 - Business Process Documentation
 - Cross-Functional Coordination
 - Attention to Detail

Languages

Arabic: Native | **English:** Fluent