

JAD HAIDAR

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PROFESSIONAL SUMMARY

I'm a communications professional with 10+ years of experience spanning business journalism, corporate communications, and client-facing account management. I'm seeking remote opportunities at small to medium-sized companies in communications, content strategy, or change communications.

I worked as a writer and editor, producing accurate, high-quality business content through research and interviews with senior executives, which taught me to distill complex subjects into clear, credible communication under deadline.

More recently, I've applied those skills in operational settings. I supported organizational change initiatives by assisting in the development of communication strategies and conducting stakeholder and risk assessments. I also managed a portfolio of accounts at Auto Capital Canada, where daily negotiation with customers in difficult circumstances sharpened my ability to communicate with empathy, precision, and compliance awareness.

I believe I can add immediate value as a:

- Communications Specialist / Content Manager producing executive communications, reports, and business content.
- Change Communications / Stakeholder Engagement Specialist helping organizations support staff through transitions.
- Business Writer turning complex material into clear documentation.

I'm based in Lebanon (EET, aligned with European business hours and with substantial overlap into North American mornings) and set up to work as a remote employee or independent contractor.

CORE SKILLS

Negotiation & Conflict Resolution • Stakeholder Communication • Risk Assessment & Decision Making • Change Management & Process Transition • Account & Portfolio Management • Policy & Regulatory Compliance • Documentation & Reporting • Editorial Review & Content Development • Research & Interviewing

CAREER EXPERIENCE

Asset Recovery Agent – Auto Loans

Feb 2025 – Apr 2026

Auto Capital Canada | Mississauga, Ontario

- Directly negotiated with customers to resolve balances and prevent further delinquency.
- Applied departmental policy and industry regulations to reach compliant resolutions across a range of accounts.
- Conducted research and tracing to locate relevant parties and coordinated with third-party partners on account resolution and recovery.
- Maintained detailed documentation and follow-up across multiple concurrent portfolios in a fast-paced, high-volume environment.

Notable Client Portfolio:

- **CIBC — Auto Loan Portfolio**
 - Managed a dedicated portfolio of 200 CIBC customer accounts representing approximately \$1 million in outstanding asset recovery.
 - Negotiated directly with customers to resolve balances, applying CIBC and Auto Capital Canada policy to reach compliant, sustainable account resolutions.

Organizational Change Manager

Feb 2022 – Jun 2024

Paragon Digital Consulting | Calgary, Alberta

- Worked as part of a change management team developing communications strategies and stakeholder-facing plans across diverse industries, helping guide teams through process and role transitions.
- Contributed to stakeholder-impact and risk analyses as part of a broader team, supporting the development of tailored solutions and toolkits for smooth, compliant organizational change.

Notable Client Engagements:

- **Domino's Pizza — Supply Chain Transformation (Feb–Oct 2022)**
 - Part of a team supporting SAP transition communications and cultural assessments across 24 Supply Chain Centers in Canada and the US, contributing to toolkits for 16-week iterative rollouts.
- **Eastman Kodak / One Rock Capital Partners (Apr–Aug 2022)**
 - Supported a team assisting with a divestiture-driven SAP transition, contributing to stakeholder analyses and risk mitigation efforts to minimize operational disruption.
- **Composites One (Jan–Dec 2023)**
 - Contributed to a team developing SAP transition change plans and cultural analysis for newly acquired international units with 40+ locations.
- **Ontario Securities Commission (Dec 2022–May 2023)**
 - Assisted a team conducting change impact and stakeholder analyses for an SAP-driven technology transition at Canada's largest capital markets regulator (700+ employees).

Writer and Storyteller

Apr 2021 – Sep 2021

HoCoSo – Swiss Hospitality Consulting Solutions

- Engaged with hosts during webinars and repurposed one-hour sessions into articles across various formats and lengths.

Features Writer and Content Creator

Aug 2017 – Dec 2019

Hospitality News – The Middle East's leading hospitality sector magazine | Beirut, Lebanon

- Crafted news articles, advertorials, and cover stories through expert interviews, amplifying reach via social media and contributing to sector thought leadership.

Senior Writer and Copy Editor

Jul 2009 – Feb 2017

ArabAd – The Middle East's leading marketing and advertising magazine | Beirut, Lebanon

- Edited and curated content for the entire magazine, conducting in-depth interviews with global industry leaders and authoring features such as the annual Man of the Year cover story.

Features Writer / Staff Writer

May 1995 – Jul 1999

Eco News, Beirut Times, Society Magazine, Lebanon Opportunities

EDUCATION & CERTIFICATIONS

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- B.A. English Literature — Lebanese American University
 - Certified Change Manager Practitioner for Project Management — APMG International
 - Certified Myers-Briggs (MBTI) Step I & II Personality Type Professional

LANGUAGES

English, Arabic, and German

ONLINE PRESENCE

LinkedIn