

# Ayoub Jabir

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## Professional Summary

Resourceful and multilingual professional with a robust background in accounting, finance, procurement, and customer service. Equipped with hands-on experience in financial analysis, operational support, and strategic decision-making. Proven ability to optimize workflows, manage budgets, and deliver exceptional client experiences. Skilled in leveraging technology to streamline processes and drive organizational success. Thrives in fast-paced environments with a strong focus on efficiency, innovation, and results. Fluent in English, French, and Arabic, I am eager to contribute my diverse skill set to a dynamic role where I can make a meaningful impact.

## Professional Experience

**Freelance Administrative & Operational Support** *February 2020 – Present*  
*Residential Renovation | Waterford, CT*

- Provided administrative and financial oversight for residential renovation projects, including budgeting, expense tracking, and vendor payments.
- Supported project coordination and operations, improving efficiency in a fast-paced, deadline-driven environment.
- Managed procurement and vendor relations, securing competitive pricing and ensuring timely delivery of materials.
- Conducted market research to source quality materials at competitive prices, resulting in consistent cost savings across multiple projects.
- Implemented cost control measures and streamlined documentation, contributing to improved financial visibility and decision-making.

**Hyatt Place Mohegan Sun, Uncasville, CT**  
*Front Office Supervisor*

*April 2019 – December 2019*

- Supervised front office operations, ensuring efficient workflows and consistently high standards of guest service.
- Led and trained front desk staff, reinforcing operational procedures and customer service best practices.
- Assisted with check-in/check-out processes, billing inquiries, and service recovery, contributing to increased guest satisfaction scores.
- Collaborated with hotel leadership on administrative support, including daily revenue reporting, shift audits, and occupancy tracking.
- Analyzed front office performance metrics to optimize staffing and improve service delivery.

**Ministry of Communication | Rabat, Morocco**  
*Civil Servant, Accounting & Purchasing Department*

*January 2013 – January 2017*

- Managed departmental expenditures through integrated financial management systems, ensuring compliance with government policies and budgetary constraints.
- Prepared and processed grant decisions for media companies and nonprofit organizations.
- Developed detailed monthly budget reports, leveraging advanced Excel skills to maintain accurate financial tracking.
- Collaborated with billing teams and external vendors to optimize procurement workflows and ensure cost-effective purchasing.
- Conducted regular audits of financial records and procurement documents to support internal controls and regulatory compliance.

**Education & Degree**

**Johnson & Wales University, Providence, RI**  
*MBA in Information Technology*

*May 2021*

- Gathered, interpreted, and analyzed research to inform decision-making at both operational and strategic levels.
- Applied advanced communication skills and awareness of cultural differences in global and domestic business interactions.
- Analyzed problems from diverse perspectives, proposed effective solutions, and evaluated the impact of executive decisions.
- Assessed and evaluated business entities, considering cross-functional environments and their impact on ethical decision-making in domestic and global organizations.
- Applied technology, innovation, and strategic approaches to information management to support business goals and strategy.

**Key Skills Acquired :**

- Financial Management & Reporting
- Global Economic Environments
- Strategic Marketing & Management
- Decision Support & Data Management Systems
- Business Information & Decision Making
- Corporate Financial Accounting & Reporting

- Participating in product launches and implementing advertising actions.
- Organizing events and product launch procedures.
- Choosing a distribution channel and studying market opportunities.
- Managing a sales sector and leading a team.
- Mastering commercial development methods (sales, negotiation, international trade, organization of the commercial function).
- Mastering marketing approaches and techniques (market analysis and diagnosis, strategy definition, implementation of marketing actions, and result control tools).
- Studying markets, needs, and their evolution.
- Using quantitative and qualitative data tools.

## Leadership & Activities

### American Cancer Society | Relay for Life

February 2017 – Present

Student Volunteer Member

- Actively contribute to fundraising efforts and community events aimed at supporting cancer research and improving patient services.

2017 – 2019 (End of Mission)

- Organize and participate in awareness campaigns to educate the community about cancer prevention, treatment, and support resources.
- Collaborate with a diverse team to coordinate logistics, manage event promotions, and maximize event participation.
- Help secure sponsorships and partnerships, significantly increasing event funding for cancer research initiatives.

## Languages

- English (Fluent)
- French (Fluent)
- Arabic (Fluent)

## Software & Tools

- **ERP Systems:** Proficient in managing operations and data through ERP platforms.
- **Trading Platforms:** Experienced in leveraging trading platforms for financial analysis and decision-making.
- **MS Office Suite:** Advanced skills in Word, Excel, and PowerPoint for efficient document creation, data analysis, and presentations.

