

# Abdullah Alkhelaiwi

Riyadh, Saudi Arabia | [mr.alkhelaiwi@hotmail.com](mailto:mr.alkhelaiwi@hotmail.com) | 0550888229 | [LinkedIn Profile](#)

## PROFILE

---

Executive leader with 14+ years of experience across strategic partnerships, customer experience (CX), public relations, and stakeholder management within government and large organizations. Proven ability to lead complex multi-stakeholder ecosystems, represent institutions at senior levels, and translate strategy into measurable service and experience outcomes aligned with Vision 2030. Trusted advisor to leadership on service excellence, governance, and reputation.

## PROFESSIONAL EXPERIENCE

---

**General Authority for Statistics (GASTAT), Riyadh, KSA** **Nov 2023 - Present**  
*Riyadh Branch Manager – Strategic Partnerships & Business Development*

- Led cross-government partnerships and large-scale operations, managing complex stakeholder ecosystems with national impact.
- Strengthened strategic partnerships with public and private entities to enable coordination, data exchange, and service delivery.
- Represent GASTAT in high-level meetings, councils, and external engagements, strengthening institutional trust and image.
- Established governance frameworks, KPIs, and dashboards to enhance performance oversight and accountability.
- Owned end-to-end customer and stakeholder experience, streamlining journeys and improving satisfaction.
- Launched a digital platform improving operational efficiency by 30% and data accuracy by 55%.

**Arab National Bank (ANB), Riyadh, KSA** **May 2018 - Sep 2023**  
*Regional Manager - Insurance, Risk & Strategic Partnerships*

- Led regional operations and strategic partnerships, ensuring SLA compliance and consistent customer experience.
- Improved service quality and customer retention through partner governance and performance management.
- Optimized regional costs and premiums by 39% through analytical insights and partnership optimization.
- Acted as senior stakeholder interface between business units, partners, and executive leadership.

**The Company for Cooperative Insurance (Tawuniya), Riyadh, KSA** **Jan 2016 - May 2018**  
*Key Account Manager - Strategic Accounts*

- Managed strategic accounts across government, banking, healthcare, and aviation sectors.
- Led the launch of a custom insurance platform for the Ministry of Foreign Affairs, enhancing service and client experience.
- Coordinated internal and external stakeholders to deliver SLAs and service excellence.

**Saudi Telecom Company (STC), Riyadh, KSA** **Feb 2014 - Jan 2016**  
*Account Manager - B2B*

- Managed enterprise clients and partnerships, improving renewals and satisfaction through structured relationship management.
- Supported CRM adoption and customer journey improvement initiatives.

**Liva Insurance & Mutakamela Insurance Company, Riyadh, KSA** **Dec 2011 - Feb 2014**  
*Marketing and Customer Experience*

- Built early expertise in marketing, customer service, and customer experience, supporting loyalty programs, complaint management, and multi-channel service quality improvements.

## EDUCATION

---

- **Master's in Marketing** - *University of Portsmouth, UK* (2011)
- **Bachelor's in Computer Science** - *King Saud University, KSA* (2006)

## CERTIFICATES

---

- PMP – Project Management Professional
- CP<sup>3</sup>P – Certified Public-Private Partnerships Professional
- CCXP – Certified Customer Experience Professional
- APR – Accredited in Public Relations
- GRCP – Certified GRC Professional
- KPIP – Professional Certification Program

## KEY PROJECTS & INITIATIVES

---

- Established the complaints department - Allianz Saudi Fransi Company (2012)
- Built and managed a customer retention department - Allianz Saudi Fransi Company (2012)
- Developed a Comprehensive Operational Manual - Al Alamiya (2013)
- Led CRM System Implementation - STC (2014)
- Launched an Exclusive Insurance Platform for MoFA - Tawuniya (2017)
- Developed Operational Guidelines for Insurance Department - ANB (2022)
- Led Process Improvement for Branches & Operations Departments - GASTAT (2024)
- Developed and implemented “Marn” (Flexible Work Platform for Field Employees) - GASTAT (2024)

## EXECUTIVE DEVELOPMENT & LEADERSHIP TRAINING

---

- Harvard Business School (Executive Education): Team Leadership, Negotiation, Customer Focus
- Executive training in Strategic Leadership, Negotiation, Stakeholder Management, and Customer-Centricity
- Selected professional development programs supporting senior leadership, partnerships, and service excellence

## EXECUTIVE SKILLS & EXPERTISE

---

- Leadership & Strategic Planning | Partnerships & Business Development | Stakeholder & Ecosystem Management
- Service Excellence & Customer Experience (CX) | Public Relations & Institutional Representation
- Program & Portfolio Management | Governance, Risk & Change Management
- Performance Management & KPIs | Operational Excellence & Process Improvement
- Digital Enablement & CRM Implementation | Data-Driven Decision Making
- Languages: Arabic (Native) | English (Fluent)

## INTERESTS

---

Leadership Reading | Fitness | Travel