



SAAD ALGHAMDI

Master of business administration (MBA)

0595148435 | saadrafeah@gmail.com

About me:

Experienced (CEO ES) optimizing productivity, efficiency and service quality across various environments. Highly dependable, ethical and reliable support specialist and leader that blends advanced organizational, technical and business. acumen Works effectively with cross-functional teams in ensuring operational and service excellence.

Educational Qualifications:

- **Master of business administration (MBA)**

Midocean University (2022 – 2023)



- **Bachelor of Science in Management**

Information Systems

King Abdulaziz University



PROFESSIONAL CERTIFICATES

- ITIL
- lean six sigma green belt



Diplomas :

- Executive Diploma of Vice President Chief Operating Officer :
MTF Institute of Management, Technology and Finance
- Executive Diploma of Chief Technology Office:
MTF Institute of Management, Technology and Finance



Language:

- Arabic: Native
- English: Fluent

Work Experience:

CEO ES (2025 - present) saudi fisheries company

- Managing and organizing the executive's calendar, including scheduling meetings, appointments, and travel arrangements
- Acting as the first point of contact for the executive, handling phone calls, email correspondence, and in-person inquiries
- Preparing and editing correspondence, reports, presentations, and other important documents
- Maintaining confidentiality of all sensitive information and ensuring secure handling of documents
- Facilitating internal communication by acting as a liaison between the executive and other staff members
- Organizing and attending meetings, including taking minutes and keeping records of decisions and action items
- Conducting research, compiling data, and preparing papers for consideration and presentation by executives
- Managing projects and following-up on results as directed by the executive
- Handling personal matters for executives, such as managing household staff or coordinating personal appointments
- Overseeing the maintenance of office facilities and equipment, and liaising with IT, finance, HR, and other departments as required
- Assisting in the preparation of budgets, expense reports, and financial statements
- Coordinating and overseeing the work of junior administrative staff and providing guidance or training as needed

Office Manager of IT dept. (2023 – 2025)

- AL-AYUNI Investment & Contracting Co :
- Evaluated employee records and productivity and submitted evaluation reports
- Coordinated special projects and managed schedules
- Established workflow processes, monitored daily productivity, and implemented modifications to improve overall performance of personnel
- Managed office operations while scheduling appointments for department managers
- Maintained computer and physical filing systems
- Oversaw office inventory activities by ordering and requisitions and stocking and shipment
- Receiving
- Updated reports, managed accounts, and generated reports for company database
- Reported to senior management on organizational performance and progress toward goals
- Managed compliance to keep organization operating within legal and regulatory guidelines

Cloud Store Manager (2023 – 2023)

- Nana Company :
- Managed store employees successfully in fast paced environment through proactive communication and positive feedback.
- Reconciled daily sales transactions to balance and log day-to-day revenue.
- Approved regular payroll submissions for employees.
- Coached sales associates in product specifications, sales incentives, and selling techniques, significantly increasing customer satisfaction ratings.
- Maintained proper product levels and inventory controls for merchandise and organized backroom to facilitate effective ordering and stock rotation.
- Maximized sales and minimized shrinkage through excellent customer service and adherence to standard practices.
- Set effective store schedules based on forecasted customer levels, individual employee knowledge, and service requirements.

Store Manager (2021 – 2023)

- Riyadh International Catering Corp. (McDonald's) :
- Rotated merchandise and displays to feature new products and promotions
- Set effective store schedules based on forecasted customer levels, individual employee knowledge, and service requirements
- Coached sales associates in product specifications, sales incentives, and selling techniques, significantly increasing customer satisfaction ratings
- Completed point of sale opening and closing procedures
- Reconciled daily sales transactions to balance and log day-to-day revenue
- Managed inventory control, cash control, and store opening and closing procedures
- Maintained proper product levels and inventory controls for merchandise and organized backroom to facilitate effective ordering and stock rotation

Station Supervisor (2021 – 2021)

- Tas-helat Company:
- Direct and manage training and ensure that all NFPA standards are continuously met
- Direct employees in identifying and correcting any unsafe conditions, eliminate avoidable accidents and improve department performance manage KPI's
- Ensure smooth flow of routine and emergency situations in alliance with FAA, TSA and local Authorities
- Develop, integrate and supervise an SCBA program
- Conduct emergency first aid and EMT skills and techniques

Call Center Agent (2016 – 2019)

- Abdul Latif Jameel:
- Managed all inquiries of the call center:
- Investigated questions/complaints.
- Forwarded issues to appropriate parties if needed.
- Requested order overrides for eligible members.
- Replaced orders when reported missing or damaged.
- Notified members of eligibility and benefits.

Communication with insurance:

- Verified eligibility was up-to-date and accurate on eCare Central Management System.
- Member communication:
- Administered nutritional assessments periodically.
- Collected absent physician information for proper communication and authorization.
- Initiated reporting and updating members' contact information when necessary.

Personal Skills:

- Leadership
- Communication Skill
- Decision Making
- Communication
- Creativity
- Strategy
- Empathy
- Written And Verbal Communication Skills
- Adaptability
- Data Analysis
- Risk Management
- Strategic skills
- Technical
- Attention to detail
- Budgeting
- Good Judgment
- Knowledge
- Legal and compliance
- Personal encouragement
- Time management
- Vision and mission
- Vision for success