

IBRAHIM EL SAYED

Shared Services Manager

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1 EXECUTIVE SUMMARY

Results-driven Operations Expert with over 15 years of progressive leadership experience in streamlining complex organizational workflows and driving sustainable revenue growth within the Saudi Arabian corporate landscape. Expert in Shared Services Management, large-scale logistics operations, and multi-national recruitment. Proven track record in optimizing operational efficiency by 30% and managing high-value service contracts for premier healthcare and commercial entities.

Demonstrated expertise in leveraging data-driven insights and real-time KPI tracking to align operational performance with long-term strategic organizational goals. Strong background in regulatory compliance (Qiwa, Muqeem, Baladiya, GOSI), P&L management, and strategic workforce planning.

2 CORE COMPETENCIES

Operations Management: Process Optimization, Change Management, Strategic Planning, Workflow Design, Lean Operations

Shared Services: Regulatory Compliance, Medical Insurance Management, Logistics Operations, Vendor Management

Financial Oversight: Budgeting, Forecasting, P&L Support, Cost Optimization, Salary Modeling

Human Capital: Talent Acquisition, Saudization Strategy, Performance Management, Multinational Recruitment

Business Intelligence: CRM Management, Dashboard Design, Data Analytics, KPI Tracking

Stakeholder Management: Contract Negotiation, Client Relations, Vendor Relations, Account Retention

3 PROFESSIONAL EXPERIENCE

3.1 SHARED SERVICES MANAGER | LAVNDRY GROUP

July 2024 - Present

Dammam, Saudi Arabia

- Direct comprehensive shared services operations including logistics, medical insurance, and regulatory compliance (Baladiya, Qiwa, Muqeem, GOSI)
- Led 10 international recruitment campaigns, reducing vacancies by 25% and resolving complex Saudization challenges
- Improved recruitment efficiency by 30% within six months through systematic process engineering
- Structured competitive salary models increasing top-tier candidate attraction by 20%
- Managed P&L for operations exceeding annual budget
- Implemented KPI dashboard for real-time operational performance tracking

3.2 SALES MANAGER | AL HAJRI OVERSEAS

Dammam, Saudi Arabia

April 2024 - July 2024

- Monitored key operational metrics and sales performance for corporate strategy evaluation
- Conducted comprehensive market research identifying trends and competitive landscapes
- Streamlined internal processes enhancing team output and target achievement
- Developed strategic reports for senior management decision-making

3.3 SALES OPERATIONS MANAGER | AL-ITIHAD ARABIA O&M

Dammam, Saudi Arabia

March 2022 - March 2024

- Strategically managed service contracts for major healthcare entities.
- Oversaw deployment of over 1,000 medical and pharmacy personnel
- Managed complex contract negotiations maximizing company profitability
- Designed user-friendly dashboards for real-time tracking of operational and sales metrics
- Nurtured key accounts leading to increased account retention and customer satisfaction

3.4 SALES OPERATIONS SUPERVISOR | EMDAD HR

Dammam, Saudi Arabia

January 2016 - February 2022

- Created robust strategic plans improving operational efficiency through systemic process improvements
- Maintained CRMs and sales tools providing accurate real-time visibility into organizational performance
- Initiated strategic partnerships facilitating significant market entry and expansion
- Managed large-scale recruitment operations for commercial clients

3.5 SALES EXECUTIVE | ETIHAD ETISALAT – (MOBILY) SME & SOHO

Dammam, Saudi Arabia

March 2013 - January 2016

- Managed key client accounts meticulously, ensuring consistent delivery of service excellence
- leading to nurturing long-term partnerships.
- Increased customer engagement by delivering high-quality product demonstrations.
- Elevated brand awareness for significant market influence through strategic sales campaigns.
- Fostered a positive team environment, resulting in increased morale and performance
- amongst staff members.
- Negotiating the terms of the agreement and closing sales opportunities.
- Responsible for achieving the monthly sales target.
- Maintain and develop relationships with existing clients in person, via phone, and visits.

4 KEY ACHIEVEMENTS

Recruitment Efficiency Improvement: Resolved hiring challenges, improving recruitment speed by 30%

Large-scale Staff Deployment: Successfully deployed and managed staff for major entities including Andalusia Hospital and Al-Nahdi Pharmacies (1,000+ personnel)

Operational Optimization: Streamlined shared services workflows reducing operational costs

Strategic Planning: Developed strategic plans resulting in measurable efficiency gains

Recognition: Recipient of multiple 'Best Achiever' awards for excellence in team leadership and market analysis

5 EDUCATION

Bachelor of Science and Education – Biology Department | Sep 2002 - May 2006

Al-Azhar University, Cairo, Egypt | Percent - 75.7

6 TECHNICAL PROFICIENCIES

6.1 REGULATORY PLATFORMS (EXPERT LEVEL)

Qiwa (Saudi labor market system), Muqem (Ministry of Interior portal), Baladiya (Municipality services), GOSI (General Organization for Social Insurance)

6.2 SOFTWARE & TOOLS

CRM Management (Salesforce, HubSpot, Zoho), Dashboard Design, Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), HRIS Systems, Project Management Tools

6.3 LANGUAGES

Arabic (Native), English (Professional Working Proficiency)

7 CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Strategic Planning and Management

Change Management Excellence

Financial Modeling and Budgeting

Saudi Labor Law and Regulatory Compliance

Leadership and Team Management

8 REFERENCES

Available upon request