

PROFESSIONAL SUMMARY

Business-minded professional with 8 years of cross-functional experience across Human Resources, operations, sales, and customer service. Combines 4 years of HR experience with a practical understanding of people, operational delivery, service quality, and business priorities. Experienced in improving processes, designing workflows and system-based solutions, supporting reporting and controls, and turning operational needs into structured and scalable ways of working. Brings a commercial, results-focused mindset to identifying bottlenecks, reducing rework and operational risk, improving service quality, and supporting cost-aware, performance-driven decisions. Well positioned to contribute across HR Operations, HR Leadership, Operational Excellence, HR Systems and Digital Transformation, workforce-support, Organization Development support, and business-improvement roles.

KEY VALUE AREAS

Operational Excellence: Process improvement, workflow acceleration, cost awareness, controls, and service consistency	HR Leadership and People Operations: Employee lifecycle, employee relations, talent-acquisition coordination, HR data, and team support
Organization Development and Workforce Support: Workforce-planning support, organizational structures, workload coordination, and performance reporting	Digital Transformation: Business requirements, workflow design, HR systems, automation, system testing, and system enhancement requests
Business Improvement: Commercial awareness, bottleneck identification, stakeholder coordination, and practical problem solving	Customer and Service Excellence: Customer and patient escalation handling, service-quality improvement, and clear communication

TRANSFORMATION IMPACT

90% Core HR request workflow automation	95% Reduction in paper-based processing	70% Faster HR processing	11-14 days to 3-5 days Attendance review and payroll-deduction preparation
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PROFESSIONAL EXPERIENCE

Senior HR Specialist | March 2023 - 6 September 2026
GlobeMed Saudi

- Supervised and supported daily HR operations, workforce-planning support, employee engagement, internal communication, talent-acquisition coordination, and compliance with Saudi labor regulations and company policies.
- Oversee employee data management, HR systems, and digital platforms including GOSI, Qiwa, Mudad, Muqeem, and HRSD; prepare HR analytics and reports to support decision-making.
- Led the HR business-side requirements and implementation of a comprehensive HR system covering policies, procedures, payroll, leave management, employee records, onboarding, and performance-management processes; the system was built using Oracle APEX by an external developer.
- Worked directly with the developer to understand practical procedures, then translated this understanding into system requirements, workflows, requests, approvals, notifications, reporting needs, and system enhancements; requested required changes and supported testing and troubleshooting.
- Following completion of the core HR processes, expanded the system to support IT and Finance operational processes and reporting requirements.
- Achieved 90% automation of core HR request workflows by converting paper-based processes into integrated digital services across HR, IT, and Finance.
- Reduced paper-based processing by 95% by replacing printed forms and physical approval cycles with system-based workflows.
- Improved HR processing speed by 70%; reduced attendance-review and payroll-deduction preparation from approximately 11-14 days, and at times up to two weeks, to 3-5 days through BioTime configuration and automated calculations.
- Implemented workflows for employee access, hardware, HR letters, work ID cards, leave, exit/re-entry visas, salary advances, housing allowances, and financial-policy validation; built probation-period dashboards.
- Configured BioTime workflows, employee and department structures, schedules, and automated attendance calculations.

Operations Manager (Part-time) | April 2025 - Present

W Real Estate Marketing

- Manage daily operations and task distribution across the team.
- Support the sales team through system-based client management and work with developers on Diriyah, Wadi Safar, and Red Sea Project initiatives.
- Contribute to operational planning through workload coordination, team task allocation, reporting, and process-improvement support.

HR Specialist | November 2021 - February 2023

GlobeMed Saudi

- Supported HR leadership in daily operations and administrative processes; maintained employee records and HR documentation systems.
- Assisted with recruitment coordination and talent-acquisition support, internal communication, employee relations, and engagement initiatives.

Call Center Agent to Supervisor | July 2019 - October 2021

GlobeMed Saudi

- Promoted to Supervisor based on performance and leadership; managed daily operations, team performance, and KPIs.
- Coached team members, supported service-quality improvement, prepared reports, and handled customer and patient escalations.

Sales Agent | December 2018 - June 2019

MUJI Alshaya Group

- Managed cash-register operations, handled financial transactions accurately, and supported daily retail operations.

SELECTED PROJECTS

HR Management System: Integrated HR platform connecting HR, Finance, IT, and employee self-service workflows. Includes policies, procedures, payroll, leave management, employee records, onboarding, and performance-management processes.

Executive KPI Dashboard: Developed dashboards to monitor KPIs, strengthen reporting accuracy, and support data-driven decisions.

AI Customer Assistant: Designed an AI-powered customer-service concept to automate communication and improve response time.

EDUCATION AND CERTIFICATIONS

Bachelor in Business Administration - Systems Track | Graduated December 2025

Diploma in Business Management - Insurance | Graduated February 2018

Key Performance Indicators KPI Course | 25 hours

Insurance Fundamentals Certification IFCE | Financial Academy

STEP English Language Test | Qiyas

Advanced Excel Training - Successfully Completed

Languages: Arabic - Fluent | English - Fluent