

ZAKI ELSAYED

Operations & Supply Chain Manager | Google Certified Project Manager | MBA Candidate | CSCP In Progress

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PROFESSIONAL SUMMARY

Results-driven Operations & Administration Manager with 9+ years of experience leading multi-asset operations within a diversified Saudi-based group operating across investment, contracting, hospitality, residential leasing, F&B, and e-commerce sectors. Directly responsible for SAR 4M+ in annual revenues across three hotels, three residential buildings, and multiple F&B outlets, supervising a team of 30+ employees, and leading a strategic shift from single-source revenue dependency to a diversified business model that contributed to 10–20% revenue growth. Oversees the full operational lifecycle, including procurement, vendor management, inventory control, P&L reporting, revenue collection, human resources, government relations, regulatory compliance, and customized ERP systems. Holds the Google Project Management Professional Certificate, is currently pursuing an MBA specializing in AI for Business Organizations, and is preparing for the CSCP certification to progress into senior Operations, Supply Chain, and Procurement leadership roles.

KEY HIGHLIGHTS

- **SAR 4M+ Annual Revenue Managed** across a multi-asset portfolio of three hotels, three residential buildings, and multiple F&B outlets.
- **10–20% Revenue Uplift** through strategic revenue diversification (short-term rentals, long-term leasing, F&B, B2B services).
- **30+ Staff Supervised** across customer service, administration/finance, and maintenance functions.
- **Full-cycle ERP User** across 6 modules: Procurement, Inventory, Finance, HR, Reservations, and POS.
- **Google Certified Project Manager** — Agile, project planning and execution, risk management, and stakeholder communication.
- **End-to-End Government Relations** — Passports, Municipality, ZATCA, Labor Office/GOSI, Civil Defense.

PROFESSIONAL EXPERIENCE

Operations & Administration Lead | Multi-Site Operations

June 2017 – Present

Adwaa Al-Ammar Company Group — Riyadh, Saudi Arabia

Multi-asset hospitality & residential group: 3 hotels, 3 residential rental buildings, F&B outlets.

Strategic Leadership & Revenue Growth

- **Led a strategic pivot** from single-source revenue dependency to a diversified income model, incorporating short-term hospitality rentals, long-term residential leasing, F&B operations, and B2B corporate services — delivering an estimated 10–20% revenue uplift and significantly improving financial resilience.
- **Managed SAR 4M+** in consolidated annual revenues across the entire portfolio, maintaining consistent profitability through rigorous P&L oversight, monthly financial reporting, and disciplined expense tracking.
- **Redesigned marketing strategy** from traditional outreach to a multi-channel digital approach, driving measurable improvement in occupancy rates, booking volumes, and brand visibility.

Procurement, Inventory & Cost Control

- **Consolidated the supplier base** and renegotiated key contracts, achieving stronger commercial terms, improved delivery reliability, and reduced overall procurement costs.
- **Optimized inventory management** across all assets — reducing waste, improving stock accuracy, and aligning consumption tracking with real operational needs.
- **Automated the procurement cycle** through a custom-built ERP system, streamlining purchase orders, approvals, receiving, and reconciliation — reducing manual errors and improving process transparency.

Team Leadership & Human Resources

- **Supervised 30+ employees** across customer service (Front Office and F&B), administration and finance, and maintenance and operations — managing hiring, onboarding, and performance reviews.
- **Designed and delivered 3–5 structured training programs** focused on service quality, operational efficiency, and compliance standards, resulting in measurable improvements in team performance and guest satisfaction.

Government Relations & Compliance

- **Coordinated all government and regulatory dealings** across Passports & Visas (Jawazat), Municipality & Licensing (Baladi), ZATCA (Zakat, Tax & Customs), Labor Office & GOSI, and Civil Defense — ensuring full compliance and uninterrupted operations.

Technology & ERP

- **Operated a customized ERP system** covering Procurement, Inventory, Finance, HR, Hotel Reservations, Reports & Analytics, and F&B POS to improve visibility and support management decision-making.

E-Commerce Business Owner & Operations Manager

Oct 2020 – May 2025

iLearn — Riyadh, Saudi Arabia

Self-funded e-commerce venture — physical products (100+ SKUs) sourced locally and internationally, managed in parallel with primary role.

- **Built and scaled an e-commerce operation** from ground zero — managing a catalog of 100+ physical product SKUs sourced through both local and international supply channels.
- **Managed the full import & supply chain** including supplier sourcing, negotiation, purchase orders, shipping coordination, customs clearance, and last-mile logistics — gaining hands-on international procurement exposure.

- **Directed inventory & order fulfillment** operations end-to-end: stock levels, reorder planning, warehousing, and customer order processing.
- **Led digital marketing & customer acquisition** through paid ads, social media, and market positioning — driving traffic and sustained sales growth.
- **Handled full financial operations** including accounts payable/receivable, cash flow management, reconciliations, and financial planning.
- **Applied change management & performance reviews** to iteratively improve operational workflows and business decision-making.

Operations & Inventory Coordinator

Apr 2017 – Jun 2017

Pharmaceutical Distribution Company — Riyadh, Saudi Arabia

- Managed medicine inventory tracking (inbound/outbound), customer order processing, and invoicing.
- Implemented payment collection procedures, improving on-time payment rates and reducing financial discrepancies.

EDUCATION

Master of Business Administration (MBA)

May 2025 – Present

Arab Academy for Science, Technology & Maritime Transport — Egypt

Specialization: AI for Business Organizations | Expected Graduation: 2027

Bachelor of Arts — Philosophy

Oct 2012 – May 2016

Al-Azhar University — Cairo, Egypt

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Completed

- **Google Project Management Professional Certificate** — Google via Coursera (May 2025) — 6 courses: Foundations, Initiation, Planning, Execution, Agile Project Management & Capstone. [Verify](#)
- **Project Management Foundations** — LinkedIn Learning (Jul 2025) — PMI Registered Education Provider, 3.25 PDUs. [Verify](#)
- **McKinsey.org Forward Program** — McKinsey.org (Dec 2025) — Problem-solving and communication. [Verify](#)
- **Marketing in a Digital World** — University of Illinois Urbana-Champaign, with Honors (Dec 2024). [Verify](#)
- **The Digital Marketing Revolution** — University of Illinois Urbana-Champaign, with Honors (Dec 2024). [Verify](#)
- **Digital Transformation & Artificial Intelligence** — Microsoft Egypt, with Egypt's Ministry of Youth & Sports (Mar 2022) — two training courses.
- **International Diploma in IT Skills — Foundation Level** — Cambridge International Examinations & Talal Abu-Ghazaleh Organization (Nov 2016) — 7 modules.
- **Professional Development Workshops** (Dec 2015) — Effective Performance Skills, Creative Thinking, Time Management, and Art of Dialogue.

In Progress

- **CSCP — Certified Supply Chain Professional (ASCM)** — Exam preparation in progress.
- **Power BI** — Microsoft Learn.

All certificates with verification links: zakielsayed.com/#education

CORE COMPETENCIES

Supply Chain & Procurement: Procurement Cycle Management, Vendor Sourcing & Negotiation, Contract Management, Inventory Control, International Sourcing & Import Operations, Lead-Time Optimization, Cost Reduction.

Operations Management: Multi-site Operations, P&L Oversight, Revenue Management, Process Improvement, Lean & Six Sigma Principles, Operational Excellence, KPI Reporting.

Project Management (Google Certified): Agile Methodology, Project Initiation & Planning, Execution & Monitoring, Risk Management, Stakeholder Communication.

Hospitality & Property Management: Hotel Operations, Residential Asset Management, F&B Operations, Guest Services, Occupancy & Revenue Optimization.

Finance & Administration: Budget Management, Cost Control, Financial Reporting, Accounts Payable/Receivable, Cash Flow Management.

Leadership & HR: Team Leadership (30+ staff), Hiring & Onboarding, Training Program Design, Performance Management, Negotiation, Crisis Management & Problem Solving.

Government & Compliance (KSA): Jawazat (Passports & Visas), Municipality Licensing, ZATCA, Labor Office & GOSI, Civil Defense.

Technology & Tools: ERP Systems (6 modules), POS Systems, Power BI, Microsoft Excel, Google Workspace, AI Productivity Tools (ChatGPT, Claude, Gemini).

LANGUAGES & ADDITIONAL INFORMATION

Languages: Arabic (Native), English (Professional) | **Nationality:** Egyptian | **Availability:** Negotiable