

MAJED BIN SUWEDAN

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Riyadh, Saudi Arabia

PROFESSIONAL SUMMARY

Business Operations Specialist with hands-on experience building and operating business operating systems for service businesses. I manage ERP/CRM, sales and inventory systems, HR systems, standardized workflows, and operational reporting and performance tracking to ensure data accuracy, system adoption, and operational clarity.

PROFESSIONAL EXPERIENCE

Sara Oasis Company | Sara Oasis Center

Oct 2023 - Present

Business Operations Specialist

- Rolled out ERP/CRM systems and standardized workflows across the business, trained 30+ staff on system usage and daily operations.
- Led sales and inventory system migration from Zenoti to Glamera, including data cleanup, mapping, and validation of **5,900** product records.
- Reduced operational workflow bottlenecks by approximately **10%** by clarifying task ownership, enabling system access, and streamlining approvals across teams.
- Improved service operations by addressing service delays and analyzing customer behavior using Excel to support retention, pricing, and service decisions.
- Implemented digital customer feedback processes using Google Forms to support service improvements and front-desk efficiency.
- Built multi-year sales performance comparisons (2023–2025) and defined sales targets for 2026.

Sara Oasis Company | Sara Oasis Center

Nov 2022 - Oct 2023

Supply Chain Supervisor

- Managed supplier coordination from RFQ to delivery, ensuring operational continuity.
- Supported inventory turnover, procurement follow-ups, and basic cost control.
- Coordinated with operations teams to align supply activities with business needs.

Sara Oasis Company | Savana Restaurant

Dec 2020 - Nov 2022

Restaurant Supervisor

- Oversaw daily operations, service quality, and shift performance.
- Trained staff on sales and customer service practices.

Sara Oasis Company | Savana Restaurant

Jun 2019 - Dec 2020

Cashier

- Handled POS transactions, daily reconciliation, and customer interactions.
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SKILLS

Business Operations & Governance

- Business Operations Management, Shared Services Operations, Process Standardization & Governance, Cross-Functional Coordination, Workflow Design, Approvals & Escalation Management.

Systems & Data Operations

- ERP/CRM Operations (Zoho), Sales & Inventory Systems (Glamera, Zenoti), HR Systems Operations (Mosyr), Master Data Management, Data Accuracy & Validation, System Adoption & User Training.

Reporting & Performance

- Operational Reporting, Performance Tracking & Analysis, Customer Behavior Analysis & Segmentation, Target Setting & Performance Comparison.

EDUCATION

Bachelor's in Digital Marketing

Midocean University

Mar 2025 - Present

Professional Diploma in E-Marketing & E-Commerce

Texas Professional University

Feb 2022 - Jul 2022

PROFESSIONAL CERTIFICATIONS

- AI for Business Program (OptiAutomate – 2025)
 - Professional Sales Specialist (CPD Certified) (25 hours – 2024)
 - Sales Mastery Certificate (Mastery Academy – 2024)
 - Google Data Analytics Professional Certificate (240 hours – Coursera / 2023)
 - E-Business Strategies & Online Revenue Models (Al-Mohand Institute – 2021)
 - Effective Marketing Code (Al-Mohand Institute – 2021)
 - Misk Platform – Ongoing Self-Learning (Multiple short courses in digital, leadership, and productivity)
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LANGUAGES

- Arabic (mother tongue)
 - English B2 (intermediate)
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VOLUNTEERING

VP of Digital Marketing – Namaa Initiative

Sep 2025 - Present

- Leading the marketing team to develop and execute digital outreach campaigns.
- Overseeing projects focused on community growth and social development.
- Managing team performance and providing strategic direction to ensure alignment with organizational goals.

Marketing Team Member – Namaa Initiative

Feb 2025 - Sep 2025

- Contributed to outreach projects focused on community growth and social development.
- Recognized as "Outstanding Member" many times for consistent performance and initiative.

Active Member – Self-Learning Club (Hawi)

Feb 2025 - Present

- Part of a knowledge-sharing circle promoting self-development and continuous learning culture.