

# OTHMAN M. ALSHAYA

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## PROFESSIONAL SUMMARY

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Senior Operations and General Services Leader with over 12 years of progressive experience in facility management, workplace support services, warehouse operations, and administrative services. Proven track record in strategic leadership, operational excellence, regulatory compliance, and continuous improvement across complex multi-stakeholder environments. Demonstrated expertise in inventory management, fleet management oversight, records management, and building high-performing teams. Complemented by executive leadership as COO with strong capabilities in KPI design, cost-saving initiatives, and driving innovation through technology and automation. Seeking a General Services Director role to leverage deep operational expertise in a large-scale organizational environment.

## CORE COMPETENCIES

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General Services Management | Workplace Support Services | Facility Management | Fleet Management | Warehouse & Inventory Management | Records Management & Documentation | Regulatory Requirements & Compliance | Stakeholder Management | Continuous Improvement | KPI Design & Performance Optimization | Cost-Saving Initiatives | Team Leadership & Development | Budgeting & Financial Management | Process Automation & Innovation

## PROFESSIONAL EXPERIENCE

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### Chief Operations Officer (COO)

Jan 2026 – Present

*Digital Pay Company | Riyadh, SA*

- Lead strategic leadership and operational management across all general services and support functions, ensuring regulatory compliance and operational excellence
- Define and track key performance indicators (KPIs) for ongoing performance assessments and continuous improvement across all operational departments
- Develop and manage operational budgets, identify cost-saving opportunities, and implement measures to achieve financial targets
- Oversee workplace support services including procurement, vendor management, and facility-related service delivery
- Lead incident response and business continuity planning; develop and implement risk mitigation strategies for general services operations
- Build and mentor high-performing teams through structured performance reviews, training programs, and clear performance expectations
- Drive innovation through the adoption of new technologies and automation to enhance operational efficiency and workplace support

### Operations Manager

Aug 2025 – Jan 2026

*QSAS – PIF Company | Riyadh, SA*

- Directed all workplace support services and facility management operations, ensuring a safe, secure, and well-maintained environment for staff and stakeholders
- Led hard services teams (facilities, maintenance, infrastructure) and soft services teams (hospitality, cleaning, guest services), optimizing resource allocation across all functions
- Managed fleet allocations and coordinated vehicle upkeep and logistics to support daily operational needs
- Established KPIs and SLAs for all service providers and contractors; conducted regular audits to ensure adherence to regulatory requirements and operational standards
- Oversaw inventory management of office furniture, equipment, and operational supplies, coordinating delivery, installation, and maintenance
- Managed daily financial operations including reconciliation and reporting; monitored budget performance and identified cost-saving opportunities

- Collaborated with internal stakeholders across departments to align workplace support strategies with organizational objectives

### **Senior Operations Specialist**

Dec 2024 – Aug 2025

QSAS – PIF Company | Riyadh, SA

- Spearheaded automation of internal workplace support processes, reducing manual workload by 30% and driving continuous improvement in operational efficiency
- Developed and maintained Power BI dashboards providing real-time performance analysis to support data-driven decision-making for senior management
- Collaborated with cross-functional teams to redesign workflows and enhance general services delivery across the organization

### **Senior Associate**

Jul 2024 – Dec 2024

National Water Company (NWC) | Jeddah, SA

- Automated key administrative and general services processes, reducing manual intervention by 20% and improving response times by 15%
- Created Power BI reports enabling stakeholders to monitor operational performance metrics and support continuous improvement initiatives
- Identified workflow bottlenecks in facility and administrative operations and implemented targeted solutions to streamline productivity

### **Sr. Admin Operations**

Mar 2012 – Jul 2024

Saudi Ground Services (SGS) | Jeddah, SA

*12-year career managing general services, administrative operations, and workplace support functions within a large-scale aviation services organization:*

- Managed comprehensive workplace support services including postal, courier, archiving, records management, and office equipment provisioning across multiple operational sites
- Oversaw inventory management of operational assets and equipment; coordinated procurement, delivery, installation, setup, and maintenance in line with organizational needs
- Led facility management activities including regular cleaning, maintenance of office spaces, restrooms, and common areas in collaboration with contractors and service providers
- Managed government relations procedures related to vehicle incidents, fleet documentation, and regulatory compliance requirements
- Designed and deployed automation tools reducing manual intervention by 25% and improving operational response times across general services functions
- Developed and executed key projects including asset tracking systems and operational reporting systems, enhancing general services efficiency and customer satisfaction
- Produced Power BI reports and dashboards delivering actionable insights on general services performance to senior leadership
- Automated paper-based administrative and records management processes, cutting resource waste by 30% and saving over 200 hours annually
- Developed Excel/VBA applications automating data retrieval and service requests, improving general services efficiency by 20%

### **Admin Operations**

Jan 2011 – Mar 2012

Saudi Ground Services (SGS) | Jeddah, SA

- Handled 50+ daily customer and stakeholder inquiries, maintaining a 95% satisfaction rate in a high-volume operational environment
- Resolved complex service issues with timely and effective solutions while adhering to regulatory requirements and company policies

## **EDUCATION**

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**Bachelor of Administrative Science – Management and Economics**

2024

King Abdulaziz University, Jeddah, SA

## CERTIFICATIONS

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- Data-Driven Decisions with Power BI
- Data Analysis & Reporting using Power BI
- Enterprise Risk Management
- Information Security Awareness
- Cyber Security & Digital Identity
- In Progress: Certified Facility Manager (CFM) | ACI Airport Operations Diploma | Accredited Airport Executive – AAE (AAAE)

## TECHNICAL SKILLS

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**General Services & Facilities:** Facility Management, Workplace Support Services, Fleet Management, Warehouse & Inventory Management, Records Management, Documentation Center, Regulatory Compliance, Government Relations

**Reporting & Analytics:** Power BI, Excel/VBA, KPI Dashboards, Operational Performance Analysis, Root Cause Analysis

**Technology & Automation:** Python, HTML, Microsoft Office Suite, Workflow Automation, Business Process Design

**Languages:** Arabic (Native), English (Fluent)