

RAKAN AHMED ARAB

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CAREER SUMMARY:

Strategic program and operations professional with 8+ years of experience delivering large-scale initiatives in complex environments. Proven ability to lead teams, manage cross-functional operations, and drive performance improvements. Experienced in compliance, risk management, and stakeholder coordination within high-impact environments, including PIF-backed projects. Currently pursuing a PhD in Business Administration, focusing on leadership and organizational performance.

KEY SKILLS:

- Business Administration
- Operational Management
- Quality Assurance
- Strategic Planning
- Management Strategies
- Performance Management
- Team Leadership
- Crisis Management
- Administrative Sciences
- Continuous Improvement
- Financial Planning
- Contract Management

PROFESSIONAL EXPERIENCE:

Operations & Compliance Team Lead | *Shapoorji Pallonji Company — SEVEN Entertainment Project (PIF), Jeddah* | February 2025 – Present

- Led operations and compliance across a PIF-backed project, managing multi-site activities and teams.
- Designed and implemented operational frameworks to improve performance and reduce risks.
- Conducted root cause analysis to support continuous improvement initiatives.
- Collaborated with cross-functional stakeholders to align execution with business objectives.
- Monitored compliance and performance metrics to enhance operational efficiency.

Partner & Program Lead – Hajj Services | *Makarem Hajj Services Company, Jeddah* | January 2015 – Present (Annual Hajj Season)

- Directed large-scale Hajj programs serving 1,000+ pilgrims annually.
- Led teams and coordinated vendors across transportation, accommodation, and services.
- Developed and managed contracts and partnerships with external providers.
- Implemented contingency plans in high-pressure operational environments.

Partner / Business Operations Manager | *Rowad Al-Arab Company, Jeddah* | January 2019 – February 2021

- Managed multi-city operations and service delivery across key locations.
- Developed partnerships with service providers to support business operations.

Operations Coordinator | *Bunyan Academy, Jeddah* | December 2022 – March 2023

- Coordinated day-to-day administrative and operational activities, supporting organizational workflow and efficiency improvements.

Flight Attendant | *SAUDIA Airlines, Jeddah* | July 2017 – December 2018

- Delivered high-standard customer service and safety compliance in a regulated, high-pressure aviation environment.

PROFESSIONAL DEVELOPMENT:

- Senior Professional in Human Resources International (SPHRi™) — Bakkah, September 2024
- Risk Management Professional (PMI-RMP) — Bakkah, September 2024
- ISO 9001:2015 Quality Management System (QMS) — Alison, December 2021
- Communication and Persuasion Skills — Mohammed bin Salman Foundation (Misk), December 2021
- Administrative Professional Foundations — LinkedIn Learning, April 2021

PROFESSIONAL MEMBERSHIPS:

- **The General Assembly of Al-bir Society, Jeddah, Member.** (Present)

EDUCATION:

PhD in Business Administration — In Progress

Effat University | Present

Master of Business Administration (MBA) - Grade: Excellent, 2nd Honors

Jeddah International College | May 2023

Thesis: The Evolution of Network Wireless Communication — A Case Study for Jeddah City

Bachelor of Administrative Science (Business Administration)

King Abdulaziz University | January 2021

RESEARCH PROJECTS:

- **The Evolution of Network Wireless Communication: A Case Study for Jeddah City.**
(Published, 2024).
- **Mindfulness and Productivity in the Workplace.**
(Completed research project – intended for future publication)
- **Working From Home and Its Effect on Productivity and Satisfaction.**
(Completed research project – intended for future publication)

SKILLS:

Language skills:

- **Arabic:** Mother Tongue.
- **English:** Advanced.

Technical skills:

- Professional user of **Microsoft Office** (Word, PowerPoint and Excel).
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