

Abdulaziz Ahmed Al-Majhad

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SUMMARY

Operations and legal professional with hands-on experience across merchant operations, process optimization, and client support within technology-driven environments, supported by a strong academic foundation in Sharia and Law. Experienced in onboarding and supporting merchants, analyzing operational data, resolving issues, and ensuring compliance with internal policies and legal standards. Proven ability to coordinate with cross-functional teams, manage documentation, and deliver efficient operational solutions that enhance service quality and business performance.

EXPERIENCE

Jahez | Saudi Arabia

Operations Specialist | September 2025 – Present.

- Monitor daily operational performance and support merchants to ensure service continuity.
- Coordinate with internal teams to resolve operational issues and improve process efficiency.
- Analyze operational data and prepare reports to support decision-making.
- Ensure compliance with company policies and operational standards.

Foodics | Saudi Arabia

Merchant Success Specialist | August 2024 – August 2025.

- Onboard and train new merchants on platform usage, ensuring smooth setup and activation.
- Resolve operational and technical issues while maintaining high merchant satisfaction levels.
- Analyze merchant performance data, identify trends, and prepare reports for management.
- Build long-term relationships with merchants, acting as the primary point of contact to support growth and retention.

Ministry of Justice - Dammam | Ministry of Justice – Khobar | Saudi Arabia

Cooperative Trainee | December 2023 – January 2024 | January 2024 – March 2024.

- Conducted legal research and supported case analysis in coordination with legal teams.
- Assisted in drafting legal reports, official correspondence, and organizing case files.
- Supported administrative planning, including workshops and training programs.
- Facilitated client communication and maintained accurate administrative records.

EDUCATION

Imam Abdulrahman Bin Faisal University - College of Law | Saudi Arabia

Bachelor's Degree in Sharia and Law | 2024.

OTHER

● Certificates:

- Professional Certificate in Computer and Internet | King Saud University.

● Technical Skills:

- Legal Research.
- Document Drafting.
- Contract Analysis.
- Legal Compliance.
- Risk Assessment.
- Reporting and Documentation.
- Microsoft Office Suite.
- Computer Skills.

● Languages: Arabic, English.

● Soft Skills:

- Conflict Resolution.
- Time Management.
- Organizational Skills.
- Interpersonal Skills.
- Team Collaboration.
- Problem-Solving.
- Adaptability.
- Communication.