

Abdullah Alhashem

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PROFILE SUMMARY

Bilingual Business Management graduate with 5+ years of experience in operations administration, training coordination, client communication, hospitality, and education. Proven ability to manage 900+ monthly sessions, create original ESL programs, and resolve urgent client challenges. Skilled in building strong client relationships, producing branded content, and collaborating cross-functionally in corporate and service-based environments.

EDUCATION

BA in Business Management

Concordia University, Saint Paul, MN, USA

Graduated: 2021 — GPA: 3.34/4.0

Relevant Courses: Operations Management, Business Strategy, Business Analytics, Global Management, Managing Teams ...

EXPERIENCE

Operations Administrator / Training Coordinator

Nov 2023 – Present

SAS Al Khobar Training Institute, Al Khobar

- Coordinated 900+ monthly training sessions using a custom Excel-based system.
- Managed logistics for trainers, including transportation to remote rig sites.
- Served as primary contact for 60+ corporate and individual clients monthly.
- Developed and delivered internal ESL training; provided ongoing coaching.
- Produced branded content (social media, flyers) using Adobe and MS tools.
- Resolved urgent client requests by coordinating same-day multilingual sessions.
- Created and performed quality control on data and files, including attendance, certificates, and learning materials.
- Provided guidance to students on their training needs and suggested the most suitable options and opportunities.

Real Estate Agent / Hotel Manager Assistant

Mar 2023 – Nov 2023

Ewa Real Estate, Dammam

- Managed front-desk operations for 20–40 guests daily using Nazel and Booking.com.
- Reconciled daily cash, coordinated with accounting for insurance refunds.
- Acted as liaison for English-speaking guests; handled complaints and reports.
- Supervised 13 housekeeping staff; implemented welcome gesture practices.
- Maintained hotel's online presence across Booking.com, Google Maps, and Instagram.
- Assisted the Executive Manager with administrative tasks, including creating spreadsheets and conducting market research.

Retail Sales Associate

Apr 2016 – Jul 2016

Boots Pharmacy, Dammam

- Assisted 40+ customers per shift; contributed to 80–90% sales target achievement.
- Supported international customers through fluent English communication.
- Handled restocking, audits, and shipment receiving.

Freelance English Tutor

May 2014 – Apr 2016

Dammam, Saudi Arabia

- Tutored 45+ school students (all grades) in English fundamentals and exam preparation.
- Designed, developed, and sold an 8-week online ESL course to more than 250 students through Snapchat marketing.
- Delivered both one-on-one and family-requested group sessions.

CERTIFICATES

Wafi – Real Estate Marketing

Mar 2023

Licensed to market off-plan properties under Saudi law.

Wafi – Developer Qualification

Feb 2023

Certified developer for off-plan real estate projects.

SKILLS

Core

Client Relations · Team Leadership · Training & Development · Content Creation · Crisis Management · Self-Directed Learning

Languages

Arabic (Native)
English (Fluent – Academic & Professional Proficiency)

Tools

Microsoft Excel · Microsoft Office Suite · Adobe Photoshop · Adobe Illustrator · Adobe Premiere Pro · Canva · Booking.com System · Nazel Platform