

ABDULLAH ALNEGEDAN, PMP

Saudi Arabia

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TARGET ROLE

Chief Operating Officer | General Manager | Head of Operations

EXECUTIVE SUMMARY

Strategic and results-driven **Operations Executive and Co-Founder** with over 18 years of experience leading transformative operations across startups and global giants including **Amazon, Uber, PwC, Toyota, and Saudi Binladin Group**. Expert in scaling operations, driving financial performance, and delivering exceptional business outcomes in **logistics, fintech, government services, and technology sectors**. Known for operational excellence, cross-functional leadership, and customer-centric transformation.

CORE COMPETENCIES

Operations Strategy | Startup Leadership | Regional Growth | P&L Management | Logistics & Fulfillment

CX Excellence | Digital Transformation | Marketplace Expansion | B2B SaaS | KPI Management | Team Development

PROFESSIONAL EXPERIENCE

Ahad Network (TaxTech Startup, Saudi Arabia)

Co-Founder & COO

2022 – Present

- Built and scaled the operational backbone of a TaxTech startup serving Saudi businesses.
- Acquired over **6,000 paid users** and launched MVP with strong product-market fit.
- **Winner of Taqadam Accelerator** by KAUST and SABB, selected among 800+ global startups.
- **Winner of SPARK Program** by Misk and Monsha'at for digital innovation in compliance.

- Backed by **Waed (Aramco), 500 Global, and Riyadh Angel Investors.**

Trella (Logistics Tech Platform)

Country Senior Operations Manager, KSA 2022

- Directed Saudi operations with full P&L ownership and cross-functional oversight.
- Improved shipment traceability from **13% to 82%**, and reduced collections turnaround time by **38%**.
- Rolled out a performance scorecard and evaluation framework.

Amazon MENA

Senior Program Manager, Marketplace 2021 – 2022

- Led selection and assortment strategy **across 3 MENA countries.**
- Delivered a **31% YoY sales increase** during peak season through integrated campaigns.

Tap Payments (FinTech)

Head of Operations 2021

- Oversaw company operations **across 9 countries.**
- Elevated CSAT from **61% to 92%**, improved sales conversion to **62%**, and reduced clients onboarding time from **9 to 1 business day.**

Uber MENA

Greenlight Manager, Regional Support Operations 2019 – 2021

- Led in-person support operations **across 6 MENA countries.**
- Reduced cost per interaction by **40%** through automation and support optimization.

Saudi Binladin Group

HR Service Center Manager 2011 – 2019

- Oversaw HR operations for **170,000+ employees**, managing a multilingual service center.
- Led MENA's largest unified medical insurance policy with **320,000+ members.**

PwC (Ministry of Human Resources, KSA)

Projects Manager 2018 – 2019

- Led the development and national rollout of '**Mowaamah Certificate,**' Saudi Arabia's official disability employment accreditation.

Sawaed AI-Inma (SBG Subsidiary)

Support Services Manager 2015 – 2018

- Founding team member responsible for building international manpower pipelines.

- Managed B2B service delivery and government contracts.

SolexPLUS (SAGIA)

Government Account Manager

2010 – 2011

- Expanded SAGIA's BPO support coverage and improved service SLAs across departments.

Toyota Saudi Arabia (Abdul Latif Jameel)

Contact Center QA Manager

2009 – 2010

- Designed and implemented the customer service QA framework.
- Delivered enhanced customer experience achieving a quality score of **95%+**.

Other Roles

Customer Service

2006 – 2009

- CS Representative, Contact Center Team Leader, Contact Center Supervisor.
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EDUCATION

B.A. in Business Administration

King AbdulAziz University – Jeddah, Saudi Arabia

2005 – 2008

CERTIFICATIONS

- PMP (Project Management Professional) – PMI, 2019
 - IFCE (Insurance Foundation Certificate Exam), 2019
 - Strategic Planning – King Faisal College
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LANGUAGES

Arabic – Native | English – Fluent