

# ELAF WALEED KHAYAT

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## Professional Summary

Experienced Support & Administrative Services Professional with over 6 years of success in managing facility operations, enhancing service delivery, and leading high-performing teams in educational and corporate settings. Known for improving operational efficiency, resolving issues proactively, and ensuring high standards of customer and stakeholder satisfaction. I am seeking to apply my leadership and operations expertise in a forward-thinking company that values efficiency, service quality, and team development.

## Work History

- Support Services Supervisor | Batterjee Medical College – Jeddah | 01/2022 – Present
  - Supervise and train support staff to ensure consistent, high-quality service delivery.
  - Develop and implement service optimization strategies to improve efficiency.
  - Act as liaison between students, faculty, and admin to resolve service issues.
  - Coordinate college events with logistical planning and execution.
  - Prepare service performance reports to aid strategic decisions.
- Service Consultant | Kun International Sports Co. – Jeddah | 08/2021 – 11/2021
  - Guided members in selecting tailored fitness programs.
  - Handled member orientation, inquiries, and complaints.
  - Assisted in organizing sports events and promotional activities.
  - Collaborated with staff to enhance service quality and member satisfaction.
- Supervisory Assistant | Rawae Co. – Jeddah | 06/2018 – 06/2021
  - Managed store opening/closing and daily operations.
  - Tracked employee performance and aligned with company goals.
  - Handled staff scheduling and productivity optimization.
  - Resolved customer complaints and improved service satisfaction.
  - Conducted training and evaluations to build team capability.

## **Skills**

Administrative & Soft Skills:

- Facility Management & Operations
- Team Leadership & Training
- Event Coordination
- Strategic Planning & Reporting
- Conflict Resolution
- Communication & Interpersonal Skills
- Problem Solving & Adaptability

Technical Skills:

- Microsoft Office (Excel, Word, PowerPoint)
- Project Coordination
- Data Analysis

## **Education**

Bachelor of Administrative Science, Economics and Administration | King Abdul-Aziz University – Jeddah | 2016

## **Languages**

- Arabic: Native
- English: Very Advanced