

# Yousef Algharrash

Customer Experience | Service Operations | PMO & Project Support | Data & Performance Analytics

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## Professional Summary

Results-driven professional with over 8 years of experience across customer experience, service and after-sales operations, project and PMO support, and performance analytics within industrial, oil & gas, and construction environments. Demonstrated ability to own KPIs end-to-end, support project planning and controls, coordinate cross-functional teams, and drive quality and process improvement initiatives using structured methodologies and data-driven insights.

## Core Competencies

- Project & PMO Support (CAPM®, PRINCE2®)
- Primavera P6 & MS Project (Planning & Tracking)
- KPI Ownership & Executive Reporting
- Service & After-Sales Operations
- Customer Experience & SLA Management
- Data Analysis & Dashboards (Power BI, Advanced Excel)
- Quality Management & Auditing (ISO 9001, TQM, 8D)
- Cross-Functional Coordination & Stakeholder Management

## Professional Experience

### Service & After-Sales Executive – Petronash Arabia | 2021 – 2025

- Led day-to-day service and after-sales operations for industrial and oil & gas equipment portfolios.
- Owned service KPIs including response time, turnaround, backlog, SLA compliance, and customer satisfaction.
- Coordinated technicians, vendors, logistics, sales, and finance teams to ensure timely service delivery.
- Prepared executive dashboards and performance reports using Excel and Power BI.
- Applied TQM, 8D problem solving, and customer success methodologies to improve service quality.
- Maintained service governance and documentation within SAP and Oracle ERP environments.

### Operational Analyst – Saad Alessa Group | 2017 – 2021

- Supported operational and project performance through KPI tracking, analysis, and reporting.
- Developed Power BI and Excel dashboards to monitor productivity, cost, and operational efficiency.
- Supported project planning and scheduling using Primavera P6 and MS Project.
- Coordinated with finance, procurement, and site teams to support project controls.
- Contributed to quality initiatives, root-cause analysis, and continuous improvement efforts.

## Education

Higher Education – Incomplete

Completed significant coursework toward a bachelor-level qualification. Career progression driven by professional experience, certifications, and continuous development.

## Certifications & Professional Training

- Certified Associate in Project Management (CAPM®) – PMI
- ISO 9001:2015 Lead Auditor
- PRINCE2® Project Management
- Total Quality Management (TQM) Diploma
- Certified Customer Success Management
- 8D Problem Solving Expert
- Certified Data Analysis Using Excel
- Power BI, Tableau & Google Looker Studio
- Microsoft Power Apps & Power Automate

- AI-Powered Work Breakdown Structure (WBS) Specialist

### **Technical & Professional Skills**

- Project & PMO Support: CAPM®, PRINCE2®, Primavera P6, MS Project, WBS, progress tracking
- Data Analysis & Reporting: Advanced Excel, Power BI, Tableau, Looker Studio, KPI frameworks
- Service & Customer Experience: After-sales operations, SLA management, escalation handling
- Quality & Process Improvement: ISO 9001 auditing, TQM, 8D, continuous improvement
- Enterprise Systems: SAP, Oracle, ERP/CRM documentation
- Professional Skills: Executive reporting, stakeholder engagement, planning & prioritization