

ISLAM SALAH

EVENT COORDINATOR | LOGISTICS & OPERATIONS SPECIALIST

+966-575-275-769 | Riyadh | islam.salah0109@gmail.com

SUMMARY

Event Operations professional with hands-on experience delivering large-scale international exhibitions in Saudi Arabia, including book fairs with 2,000+ exhibitors. Specialized in hall supervision, logistics coordination, warehouse-to-floor execution, and exhibitor relations. Known for leading teams under pressure and ensuring smooth live event operations from build-up to show days.

PROFESSIONAL SKILLS

Exhibition & Venue Operations
Vendor Coordination
Team Leadership
Exhibitor & Publisher Relations

TECHNICAL SKILLS

Event & Task Management
Cash In System
Data and Reporting
Microsoft Office (Excel, Word, PowerPoint)
Canva

PROFESSIONAL EXPERIENCE

Operations Supervisor | Alwaset Boulevard city, Riyadh

Jan 2026 - Feb 2026

- Supervised on-ground operations and coordinated daily tasks for event organizers.
- Handled guest and client inquiries while maintaining smooth operational flow.
- Ensured staff compliance with event procedures and service standards.

Logistics Team Leader / Hall Manager | My Ideas ADV Jeddah International Book Fair 2025

Nov 2025 - Dec 2025

- Lead and oversee hall supervisors, ensuring smooth daily exhibition operations across assigned halls.
- Manage more than 1,000 exhibitor requests, resolve operational issues, and ensure uninterrupted visitor and exhibitor experience.
- Maintain direct communication with publishers to handle logistics, inquiries, and on-site challenges efficiently.

Warehouse Team Leader | Allure Events Banan International Handicrafts Exhibition 2025

Oct 2025 - Nov 2025

- Managed full warehouse operations, including inventory control, inbound/outbound logistics, and stock organization.
- Coordinated material distribution to exhibition areas according to event timelines and operational priorities.
- Ensured accurate tracking of goods and smooth logistics flow throughout the exhibition period.

Logistics Team Leader / Hall Manager | My Ideas ADV Riyadh International Book Fair 2025

Sep 2025 - Oct 2025

- Supervised a team of 17, managing a venue with 1,000+ booths and 1,500 exhibitors.
- Oversaw daily hall operations, ensuring smooth flow under high pressure with 300,000+ visitors daily.
- Resolved real-time exhibitor issues and coordinated with the warehouse to maintain book availability.
- Gained strong experience in leading high-pressure event operations and crisis management.

Logistics coordinator | My Ideas ADVV Madinah Book Fair 2025

Jul 2025 - Aug 2025

- Received, organized, and distributed books and event materials.
- Responsible for coordinating logistics operations and following up with shipping companies to ensure timely delivery of shipments and books to exhibitors.
- Recognized for effective teamwork at Madinah Book Fair 2025.

ADDITIONAL EXPERIENCE

Warehouse Operations Coordinator

Feb 2025 - Jun 2025

Ekleel Al Khair Company

- Managed daily warehouse operations including receiving, storing, and issuing goods.
- Prepared and issued orders to support field and event requirements.
- Coordinated with operations and logistics to prevent stock shortages.
- Resolved discrepancies and maintained organized warehouse flow.
- Controlled inventory accuracy through cycle counts and stock tracking.

Customer Service Representative

Sep 2024 - Dec 2024

WE Telecom Egypt

- Provided first-line technical support for internet and telecom services
- Diagnosed and resolved customer connectivity and service issues.
- Guided customers through troubleshooting steps and service configuration.
- Logged and escalated unresolved technical cases to specialized teams.
- Maintained SLA compliance and customer satisfaction under high call volumes.

Freelance HR Recruiter

Feb 2024 - Nov 2024

Teleperformance

- Coordinated with hiring managers to identify staffing needs and job requirements.
- Managed candidate database and scheduled interviews.
- Provided accurate product information and resolved complaints efficiently.

Team Supervisor

Oct 2020 - Nov 2023

New Cairo foods for foods investments & El Mohamady

Restaurants

- Supervised daily operations and assigned tasks to staff.
- Monitored stock levels and ensured availability of supplies.
- Resolved 95% of customer complaints within first call.

Trainer & Dispatcher

Aug 2018 - Dec 2019

McDonald's

- Trained new employees on customer service standards, hygiene, and food safety.
- Supervised daily shift operations and coordinated between front-line staff and kitchen team.
- Handled customer feedback and provided solutions to improve satisfaction.

EDUCATION

Bachelor of Arts in English Literature

(2019 - 2022)

Mansoura University

General Diploma in Education

(2023 - 2024)

Kafr El-Sheikh University

CERTIFICATIONS

- **Digital Transformation Training Program – Kafr El-Sheikh University (2023)**
- **Foundation of Project Management – Google (2025)**
- **Executive Presence: Foundations of Confident Leadership – Institute of Management, Technology and Finance (2026)**
- **Project initiation: Starting a Successful Project Google (2026)**

ADDITIONAL INFORMATION

- **Languages:** English, Arabic.
- **Awards/Activities:** Achieved top customer satisfaction scores and recognized for leadership in event operations.
- **Availability:** Immediately
- **Location:** Riyadh – Transferable Iqama (if applicable)