FARIS ALAHMADI

Operations & Reporting Professional | Performance Reporting | Process Improvement

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PROFESSIONAL SUMMARY

Operations and reporting professional with experience across e-commerce, hospitality, and public-sector environments. Skilled in KPI monitoring, performance reporting, operational documentation, and team coordination. Experienced in developing internal tools, reporting processes, training materials, and workflow documentation to improve operational visibility, consistency, and team efficiency.

WORK EXPERIENCE

Senior Merchant Care Specialist (Promoted from Merchant Care Specialist) *06/2025 – Present*

Salla | Makkah, Saudi Arabia

- Built and maintain an internal team portal for the call center, centralizing monthly schedules, performance reports, and team activity tracking to improve operational visibility.
- Design and manage performance reports used to monitor call center KPIs and support team decision-making.
- Deliver platform training and guidance to merchants, supporting smoother onboarding and adoption.
- Track recurring merchant issues and escalations to identify operational patterns and support process improvements.

Cluster Reservation Specialist *03/2024 – 06/2025*

Accor (Makkah Clock Royal Tower) | Makkah, Saudi Arabia

- Managed reservation operations across four luxury hotel properties: Fairmont, Swissôtel Makkah, Swissôtel Al Maqam, and Raffles Palace.
- Produced daily, weekly, and monthly performance reports across all four properties to track reservation activity.
- Created operational guides that standardized onboarding and workflows for the reservations team.
- Received a Certificate of Appreciation for contributions to group reservation operations.

Customer Service Supervisor *04/2021 – 05/2023*

Ministry of Hajj & Umrah (Contractor) | Makkah, Saudi Arabia

- Supervised a call center team through high-volume Hajj and Umrah seasons, coordinating daily operations.
- Produced real-time and daily operational reports to support service delivery and management decisions.
- Developed onboarding materials and response scripts to standardize team performance and service quality.
- Achieved 100% in call center protocol evaluations, reflecting consistent compliance with quality standards.
- Evaluated domestic Hajj/Umrah operators for compliance and service quality.

Retail Associate *04/2019 – 06/2019*

Panda Retail Company | Makkah, Saudi Arabia

- Supported daily store operations, including product displays and inventory monitoring.

EDUCATION

Bachelor's in Political Science *2021 – 2025*

King Abdulaziz University, Jeddah, Saudi Arabia

SKILLS

Operations | Performance Reporting | KPI Tracking | Process Improvement | Workflow Improvement | Data Visualization | Team Coordination | Training & Onboarding | Documentation | Quality Monitoring | Microsoft Excel | Microsoft Office

CERTIFICATIONS & TRAINING

Crisis Management | Event Oversight | Tourism Security Administration | Cybersecurity Awareness | Public Speaking & Presentation