



Ahmed Meshaan Alzaal

Date of Birth: March 21, 1991

Nationality: Syrian (Raised and educated in Kuwait)

Current Location: Riyadh, Saudi Arabia

Driver's License: Valid

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• Professional Summary

Visionary operations executive with over 15 years of strategic leadership experience in operational management, customer relations systems development, and institutional performance optimization across aviation, telecommunications, and strategic consulting sectors. Uniquely combines specialized technical expertise in aircraft engineering with modern management practices to deliver integrated operational solutions that drive organizational excellence.

My leadership philosophy centers on building sustainable operational systems that enhance performance efficiency, elevate customer experience, and foster an environment conducive to creativity and innovation. Proven track record of transforming operational challenges into growth opportunities while delivering tangible return on investment for partner organizations.

• Education and Certifications

- Higher Diploma in **Aircraft Maintenance Engineering** GPA: 3.24
College of Aviation Technology | 2019
Field Training: **Kuwait Airways - Aircraft Engineering & Maintenance Division**
- Certificate in **AI-Powered Advertising** (Valid from March 2025 to March 2026)
- Community Service Center Certificate (2016): **Administrative Assistant** in Community Work
- Equivalency Certificate, Ministry of Higher Education - College of Aviation Technology: **Aircraft Maintenance Technician - Powerplant & Airframe**
- Experience Certificate, **Jazeera Airways**: Catering Loading Inspector
- Experience Certificate, Kinergy Nutrition Consulting: **Customer Service supervisor**
- **English Language** Certificate, Direct English - Level 6 (2018): Advanced
- Participation Certificate, Wathiq Project - **Al-Amiri Diwan** : Child Protection in Media Conference



Work Experience

○ Senior Operations Management Consultant

- Freelance - Consulting | Kuwait -2021

Provide strategic consulting to entrepreneurs and corporations in process development, institutional performance improvement, and integrated management systems building.

Key Achievements:

Designed and implemented operational models for 7 startups, contributing to performance efficiency improvements of 25-40%.

Led digital transformation projects and corporate online presence development, achieving tangible ROI within first year.

Built high-performance teams and qualified operational leaders capable of efficiently managing daily operations.

Developed KPIs and integrated reporting systems supporting strategic decision-making.

○ Customer Relations & Operational Experience Manager

- Kinergy Food Consulting Company | Kuwait 2021 - 2025

Led customer relations management and oversaw development of operational customer experience with direct responsibility for an integrated team of 12 employees.

Key Achievements:

Restructured customer service department and implemented comprehensive quality management system, increasing team job satisfaction by 35%.

Developed customer loyalty program that increased client retention rate by 50% over two years.

Designed and implemented integrated complaint and crisis management system, improving response time to critical cases by 60%.

Enhanced team efficiency through specialized training programs in communication skills and problem-solving.

○ Aviation Operations Inspector - Catering & Ground Services

- Jazeera Airways | Kuwait International Airport 2019 - 2020

Responsible for supervising operational quality of catering services and ensuring compliance with aviation safety standards and approved procedures.

Key Achievements:

Implemented internal operations audit system that increased procedure compliance by 25%.

Developed unified operational procedures manual for coordination between ground operations and catering teams.

Trained and qualified new personnel in applying quality and safety standards in work environment.

○ Senior Coordinator - Sales & Customer Communication

- Ooredoo Telecommunications | Kuwait 2009 - 2017

Managed customer communication channels and supported sales operations through digital platforms, focusing on enhancing digital customer experience.



Core Competencies

Field	Key Competencies
Leadership & Management	Team Leadership - Strategic Planning - Project Management - Decision Making
Operations	Operations Management - Efficiency Improvement - Systems Development - Quality Assurance
Customer Relations	Customer Experience Management - Strategic Relationship Building - Crisis Management
Digital Transformation	Digital Projects - Online Presence - Digital Performance Optimization
Institutional Excellence	Performance Indicators - Strategic Reporting - Analysis & Evaluation

- **Languages**
 - Arabic: Native
 - English: Advanced Level

Certificate

OF GRADUATION

THIS CERTIFICATE IS PROUDLY PRESENTED TO

Ahmed Meshaan Alzaal

For achieving

**Maintenance Mechanic Diploma
Mechanical cat. A**

Date of issue: 15 February 2019

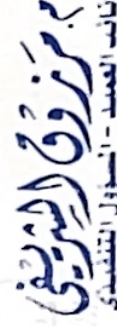
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Dean



د. عبد الرزاق المحمود
عميد كلية تكنولوجيا الطيران

Vice Dean



م. مرزوق الشرايفي
نائب العميد - المسؤول التنفيذي

Dr. Abdulrazzak Al-Mahmoud

Eng. Marzoug Al-Shraifi





This acknowledges that

Ahmed AlZaal

Has successfully completed and is certified in
AI-Powered Performance Ads Certification

Issue Date: March 18, 2025
Expiry Date: March 18, 2026
Certificate ID: 137189653

