

Ridha Alzayer

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Detail-oriented project coordinator with 4+ years of experience managing complex training programs, regulatory compliance audits, and multi-faceted projects in technology, oil & gas, and logistics industries. Expertise developing customized solutions to optimize processes and systems. Passion for analyzing data to identify inefficiencies and implementing continuous improvement strategies.

CORE COMPETENCIES

Training Program Management	Data Analytics	Process Optimization
Project Coordination	Regulatory Compliance	Stakeholder Relations

WORK EXPERIENCE

Training and Development Administrator May 2023 – Present

Saudi Diesel Equipment Company • Al Khobar, Eastern Province, Saudi Arabia

- Executed training needs analysis surveying 250 employees, identifying skills gaps.
- Redesigned on-boarding program achieving 90% satisfaction rate (vs. 60% previously)
- Administered LMS tracking 500 users' progress, reducing recertification time by 20%
- Maintained personnel records and update internal database to support document management.

Project Coordinator Nov 2022 – May 2023

TUV Rheinland Arabia • Al Khobar, Eastern Province, Saudi Arabia

- Coordinated multi-disciplinary team of 16 to ensure ISO certification audit for petrochemical facility was completed on time and under budget.
- Investigated potential risks or barriers that may have a detrimental impact on the successful completion of each project and created the necessary contingency plans.
- Developed risk management plans mitigating delays, resulting in 0 lost production days.
- Monitored all project activities and produced status reports comparing actual outcomes with target outcomes.

Customer Service Administrator Dec 2019 – June 2022

Couryah Courier Services Inc • Halifax, Nova Scotia, Canada

- Handled 500+ customer inquiries monthly through call center, responding to 95% within SLA
- Managed the scheduling of over 50 daily dispatches for delivery personnel to ensure customer needs are met in timely manner.
- Participated in special projects or assignments as directed by management such as after hours or special calls/ events that might arise during normal business hours.

Data Entry Clerk Sep 2019 - Nov 2019

Dalhousie University • Halifax, Nova Scotia, Canada

- Maintained high accuracy in data entry utilizing Microsoft Excel and Word, minimizing errors and ensuring data integrity.
- Proactively identified problematic data during the comparison process, taking necessary actions to rectify discrepancies promptly.
- Executed modifications, edits, and deletions to the database based on authorized and approved documents, maintaining data consistency and reliability.

VOLUNTEER EXPERIENCE

Member - Saudi Student Society at Saint Mary's University Saudi Student Society at Saint Mary's University • Halifax, Nova Scotia, Canada	Jan 2018 – April 2018
Event Coordinator The Leukemia & Lymphoma Society of Canada • Halifax, Nova Scotia, Canada	Oct 2017 - Oct 2017

EDUCATION

Bachelor of Commerce, Saint Mary's University, Halifax, Canada. Major: Management Information Systems.	September 2019
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LANGUAGES

Conversational and written fluency in Arabic and English.