Hussam Ali Alkuzaei

OPERATIONS & ADMINISTRATION PROFESSIONAL

Operational Readiness · Team Leadership · Process Improvement · Digital Solutions

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SUMMARY

Operations and administration professional with extensive experience in seasonal Hajj operations, operational readiness, passport administration and team leadership. Seven years in data-processing operations, progressing from supervisor to shift manager overseeing approximately 60 employees. Experienced in coordinating complex administrative workflows, training teams, resolving operational challenges and developing practical digital solutions using Excel, Google Sheets, Looker Studio and no-code platforms. Fluent in Arabic and English.

CORE COMPETENCIES

- Operational Planning & Readiness
- Process Improvement
- Staff Training & Development
- Team Leadership
- Data Management & Accuracy
- Cross-Departmental Coordination
- Passport & Document Administration
- Performance Reporting
- Digital Solutions & Automation

SEASONAL HAJJ OPERATIONS

Selected seasonal assignments in Makkah supporting Russian and Moroccan pilgrim delegations.

2026

PRE-ARRIVAL OPERATIONS LEAD

Rawaf Mina — Morocco Center 3, Makkah

- Led passport and administrative readiness, supervising the passport administration team.
- Managed secure passport custody, document reconciliation and retrieval procedures.
- Coordinated passport and passenger data across operational platforms, resolving missing and inconsistent records.
- Developed and implemented a flight-countdown dashboard using Google Sheets and Looker Studio to support departure planning and operational coordination.
- Developed a QR-enabled mobile information portal, Morocco3.com, providing pilgrims with access to essential location information.
- Prepared instructional videos and operational guidance to support staff readiness.

2025

TRUSTENTRY | DIGITAL WORKFORCE ONBOARDING PROTOTYPE

Independently developed and tested a bilingual workforce registration and onboarding application using Glide, designed to streamline bus-guide registration, improve data consistency and reduce manual administrative work.

2024

GUIDE REGISTRATION & DATA PROCESSING

Processed approximately 2,000 bus-guide applicant records in Excel during an eight-day assignment, resolving duplicate and inconsistent data. The experience subsequently inspired the development of TrustEntry in 2025.

SEASONAL HAJJ OPERATIONS, CONTINUED

2023

DEPUTY MANAGER, RUSSIAN PILGRIMS

One of two deputy managers supporting approximately 3,000 pilgrims

Coordinated office administration, passport operations, accommodation arrangements, customer-service operations across two hotels, and administrative processes associated with food and gift distribution.

2022

PASSPORT ADMINISTRATION

Passport administration and coordination for approximately 1,600–1,800 pilgrims.

2018 & 2019

PASSPORT TEAM LEAD

Led passport administration teams responsible for high-volume document handling, organization, custody and retrieval.

2008–10

EARLY SEASONS

Learned high-volume document handling and progressed into passport team leadership.

PROFESSIONAL EXPERIENCE

HR Operations Manager

Sep 2021 – Present

ARFAF AL-TAMAYUZ INDUSTRIAL MARBLE FACTORY CO. LTD.

Makkah, Saudi Arabia

formerly Arfaf Al-Tamayuz Trading, Industry & Contracting Co. Ltd.

- Coordinated day-to-day operations for a workforce of 50+ employees, ensuring seamless workflow.
- Acted as link between management and staff, facilitating clear communication and operational continuity.
- Collaborated with administrative team to streamline daily workflow and enhance factory operations.

Data Processing Shift Manager

Jun 2010 – Jul 2017

DALLAH TRANS ARABIA

Jeddah, Saudi Arabia

Traffic-violations data processing; subsequently Saudi Comprehensive Technical and Security Control Co. (TAHAKOM)

- Progressed from Supervisor (about 14 staff, 3 years) to Shift Manager (4 years), overseeing approximately **60 employees** across specialized processing, validation, import and exception-handling units.
- Reviewed automated hourly performance reports to spot exceptions, resolved workflow and data-quality issues, and escalated through departmental supervisors for timely resolution.
- Delivered structured process training to **10+ staff groups**, reinforcing adherence to procedures for accuracy and sensitive record handling.

Nursing Aide — Operating Room Department

Aug 2006 – Jan 2007

ROCKYVIEW GENERAL HOSPITAL

Calgary, Canada

- Assisted nursing and surgical teams with patient transfers and operating-room preparation.

EDUCATION & TRAINING

Health Care Aide Certificate

Bow Valley College
Calgary, Canada

HP LIFE Agile Project Management (2026), plus **10+ short online and in-class courses** in business and technology.

LANGUAGES

Arabic — *Native*

English — *Fluent*