

# IBRAHIM A. ALBAHAR, PMP

Corporate Affairs Management | Communication Management | Operational Excellence | Business Advisory

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## PROFESSIONAL SUMMARY

Dedicated and results-driven professional with extensive experience in corporate affairs, strategic communications, and stakeholder engagement within the investment landscape. Proven track record of developing and executing impactful corporate affairs strategies to enhance reputation and facilitate strategic growth. Skilled in managing office operations, fostering government relations, and advising senior leadership on public affairs. Adept at overseeing corporate events and facilitating successful IPO launches. Experienced in governance and administrative operations, ensuring compliance with regulatory standards. Strong background in quality assurance and customer service, driving service excellence through comprehensive evaluations, training initiatives, and process improvements.

## AREAS OF EXPERTISE

- Corporate Affairs Management
- Communication Planning
- Business Advisory
- Public Affairs
- Team Leadership
- Operational Excellence
- Policy Formulation
- Corporate Governance
- Financial Management
- Information Technology
- Human Resource Management
- Legal Compliance
- Relationship Building
- Business Development
- Quality Assurance

## EXPERIENCE

### **Al-Biruni Investment Company (ABIC) | Riyadh, Saudi Arabia**

**Dec 2022 – Present**

#### Corporate Affairs Specialist

- Develop and execute corporate affairs strategies to enhance ABIC's reputation and stakeholder engagement, focusing on public relations, media outreach, and corporate social responsibility initiatives within the investment landscape.
- Lead the development and implementation of communication strategies and plans that support ABIC's business objectives, including impactful acquisitions and strategic growth in the healthcare and digital sectors.
- Manage office operations and facilities to create an efficient, safe, and positive work environment for employees and visitors, including space planning, maintenance, and office supplies management.
- Build relationships with government bodies, regulatory agencies, and industry associations to facilitate compliance and advocacy.
- Coordinate the development and implementation of HR strategies that attract, retain, and develop talent.
- Partner with the IT department to oversee digital transformation initiatives, ensuring the implementation of secure, efficient, and scalable technology solutions.
- Facilitate the process of opening and managing bank accounts for the company, including liaising with financial institutions, ensuring compliance with financial regulations, and supporting the financial operations of the organization.
- Advise the CEO and senior leadership on public affairs, corporate reputation management, and strategic communications.
- Oversee corporate events, including shareholder meetings, press conferences, and community outreach programs.
- Coordinate the Initial Public Offering (IPO) for Pharma Pharmaceutical Industries (PPI), managing financial, legal, and compliance aspects to ensure a successful launch.

### **Pharma Pharmaceutical Industries – PPI (Sister Concern of ABIC) | Riyadh, Saudi Arabia**

**Apr 2023 – Present**

#### Chairman Office Manager

#### Secretary of the Board of Directors & Assembly's Secretary and Votes

- Oversee the governance and administrative operations for Pharma Pharmaceutical Industries (PPI), coordinating board meetings and shareholder assemblies to ensure effective decision-making and compliance with regulatory standards.
- Implement and manage an electronic meeting and voting system, facilitating seamless execution of official board meetings and general assemblies, enhancing stakeholder engagement and operational efficiency.
- Monitor regulatory changes and internal policy reviews, liaising with auditors to ensure financial statements and company practices align with industry regulations and standards.
- Communicate key company updates to shareholders and investors, maintaining transparency and fostering strong relationships.

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## Saudia Airlines | Khobar, Saudi Arabia

Dec 2016 – Dec 2022

### Quality Assurance Acting Manager (Dec 2021 – Dec 2022)

- Led the Quality Assurance department at Saudia Airlines, overseeing service compliance and performance improvement for 85 agents at Dammam Station, ensuring adherence to TOP5 company standards.
- Conducted comprehensive evaluations of agent interactions, leveraging insights to enhance service quality and customer satisfaction.
- Analyzed customer feedback and guest evaluations to identify trends, and drive service enhancements.
- Implemented targeted coaching and support initiatives, empowering agents with the tools and knowledge to consistently apply TOP5 standards and elevate service excellence.

### Quality & Development; Instructor (Aug 2021 – Dec 2022)

- Adopted and integrated the Genesys platform, working with the Quality & Development team to enhance customer service capabilities across the organization.
- Conducted training for 120+ agents on the Genesys platform, improving their effectiveness in handling customer interactions.
- Implemented a new CRM system, collaborating with the team to optimize customer relationship management processes.
- Acted as the primary liaison between Saudia Airlines and Genesys, providing 24/7 technical support and training 30 agents on CRM system usage, significantly improving service quality at Dammam station.

### Senior Sales Consultant (Dec 2018 – Dec 2021)

- Promoted to Senior Sales Consultant for outstanding performance, enhancing customer service and operational efficiency.
- Improved the reservation process, ensuring faster and more satisfying customer experiences.
- Led the creation of the Student Care department, delivering specialized support for Saudi students abroad.
- Resolved student inquiries and complaints with efficiency, maintaining high levels of customer satisfaction.

### Sales Consultant (Dec 2016 – Dec 2018)

- Managed 100-150 daily customer interactions over the phone, skillfully handling inquiries, sales, refunds, and cancellations, enhancing customer satisfaction.
- Maintained communication with customers through email, calls, and texts, providing timely updates on promotions and services.
- Excelled in negotiating deals, leveraging product knowledge and customer insights to meet sales targets and improve revenue.
- Resolved customer issues and tracked client's future needs by using CRM, Office Suite, and proprietary software, ensuring a superior service experience and fostering loyalty.

## PROFESSIONAL EDUCATION

### Bachelor of Business Administration

IPAG Business School. Paris, France

Dec 2016

## CERTIFICATIONS

### Project Management Professional (PMP)®

Project Management Institute

Apr 2023

## TRAINING & COURSES

- The Future of Work Fundamentals | MISK
- Administrative Leadership
- HR legal aspects
- Criminal Behavior Analyst
- HR Planning
- Skills of an HR Specialist
- Basics of Information Security
- Job Performance Management
- Cyber Security Bootcamp (Python - Web Certified - Cyber Hacker Certified - Linux - Security+)



## LANGUAGES

English ----- Fluent

Arabic----- Native