

Osama Abdulilah Al-Mudhhi

Contact Information

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Professional Title

Senior Business Operations Manager | Digital Transformation & Governance

Professional Summary

Senior operations leader with progressive leadership experience spanning entrepreneurship, company management, digital products, and institutional development. Proven track record in P&L ownership, company scaling, governance frameworks, and digital transformation initiatives, with hands-on leadership across Saudi Arabia and Egypt. Recognized for translating strategic and commercial vision into executable operating models, leading cross-functional teams, and delivering measurable financial and operational results across private sector, SMEs, and government-facing environments

Core Skills

Operations Leadership | Strategic Execution | Budgeting & Cost Control | Governance & Compliance | Program Delivery | Organizational Development | KPI Management | Stakeholder Management

Professional Experience

Senior Business Operations Manager

Al Reyada Integrated Information Technology Co. – Full Time

Feb 2025 – Present | Riyadh, Saudi Arabia

Role Scope Senior operational leadership role responsible for translating executive strategy into operational plans, overseeing day-to-day performance, and ensuring organizational efficiency, governance alignment, and delivery excellence. Role executed with direct exposure to shareholders and executive decision-making bodies.

Key Responsibilities & Achievements:

- Built and led **cross-functional teams (20+ professionals)** across Saudi Arabia and Egypt, covering technology, operations, business development, and support functions.
 - Oversaw delivery of **multiple digital platforms and SaaS-based systems** for SMEs, private sector clients, and government-oriented engagements.
 - **Reduced operational costs by seven-figure amounts (SAR)** through restructuring, process optimization, and efficiency improvements across digital products, platforms, and technology initiatives.
 - Developed and executed **multi-year financial forecasts and investment models** supporting growth scenarios up to **eight-figure valuations (SAR)**.
 - Led **end-to-end digital transformation initiatives** including platform design, vendor coordination, implementation oversight, and operational handover.
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Business Mentor – Monsha'at -Part-Time

Nov 2025 – Present | Riyadh

Provided strategic and technical advisory services to early-stage founders and entrepreneurs, focusing on organizational structures, digital platforms, and scalability.

Business Consultant – Dalni- Part-Time

Nov 2025 – Present | Riyadh

Delivered advisory services to SMEs and entrepreneurs to enhance operational performance, scalability, and digital transformation execution.

Product Operations Lead

WATERMELON.SA

Jan 2021 – Mar 2025 | Riyadh

Product & Operations Lead, leading product strategy, operations, and executive management.

Key Achievements:

- Designed the business model, revenue streams, and expansion strategy.
- Led product development, UX improvement, and platform scaling.
- Progressed into senior executive leadership responsibilities (2021–2023).
- Scaled the platform to serve B2C and B2B use cases with multiple service categories.
- Delivered measurable growth through platform adoption, operational optimization, and UX-driven improvements.
- Supported revenue generation through commission-based and platform-driven models.

Scale & Delivery Snapshot

- Team Leadership: **26+ cross-functional professionals** (KSA & Egypt)
- Platforms & Systems: **Multiple SaaS platforms and digital systems**
- Client Segments: **SMEs, Private Sector, Government-oriented entities**
- **Reduced operating costs from ~SAR 7M to ~SAR 4M through restructuring and operational efficiency initiatives.**
- Financial Modeling: **Multi-year forecasts & investment scenarios (8-figure SAR range)**

Professional Achievements (Summary)

Launched and managed scalable B2C and B2B digital platforms | Transitioned from service-based models to subscription-based digital products | Developed and executed strategic, operational, and governance frameworks | Built organizational structures and HR policies | Led financial planning, multi-year forecasts, and investment valuation models | Prepared investment decks and led partnership negotiations | Managed cross-functional teams

Education

Bachelor's Degree in Business Administration
Imam Muhammad ibn Saud Islamic University (IMSIU)
Graduated 2023

Professional Certifications

Leadership & Strategic Management

- Institutional Excellence – Jun 2023
- Innovative Leadership
- Project Start-up Strategies – Feb 2020
- Professional Skills in Operations & Project Management – Jun 2024
- PMP Introduction – May 2023

Quality, Governance & Business Continuity

- ISO 22301 – Crisis & Business Continuity Management (BCMS) – Jun 2024
- Total Quality Management (TQM) – Jun 2024
- Quality Management Systems (QMS) – Jun 2024
- Certified Quality Management & Excellence Consultant – Jun 2024
- Risk Management – Jun 2023

Technology & Digital Transformation

- Advanced Concepts and Applications of Artificial Intelligence – SDAIA – Jul 2025
- Artificial Intelligence Program (AI Fundamentals & ML Basics) – SDAIA – Jul 2025
- Internet of Things and Its Applications – Mar 2025
- Introduction to IoT – Mar 2025
- Web Application Development – Mar 2025
- Application Security – Mar 2025

Business & Professional Skills

- Cost Management – National Entrepreneurship Institute – Nov 2021
- Successful Marketing Campaigns – Jun 2021
- Contract Drafting – Mar 2021
- Intro to Strategic HR Planning – May 2023
- Time Management – Jun 2024
- Creative Problem-Solving Skills – Jan 2024
- The Art of Effective Communication – Feb 2024
- Problem-Solving Skills in the Work Environment – Sep 2019

Languages

Arabic: Native

English: Professional Proficiency