










Company Profile

Moasherat Business Services Company

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Who Are We ?

Moasherat Business Services Company

- Moasherat is a specialized Saudi consulting firm that provides professional services to the government, private, and non-profit sectors.
- With a team of national and international experts in management consulting, Moasherat is committed to helping organizations build effective operational frameworks, enhance their productivity, and improve the quality of services they offer on both local and global levels.
- Moasherat has focused its efforts on developing a comprehensive system that helps improve the performance of various national entities, enhance their productivity, and elevate the quality of services they provide.
- To achieve this, the company has developed methodologies that ensure the highest levels of efficiency and effectiveness in service delivery.



Our Mission

To create specialized consulting and research solutions for both the government and private sectors, enhancing success foundations and ensuring sustainable development through globally recognized methodologies and best practices.



Our Vision

To lead in providing innovative consulting services through a combination of advanced technological tools, scientific methodologies, and professional expertise, contributing to the development of business ecosystems locally and globally.

Ambition

We aspire to innovate and enhance our capabilities.

Determination

We work with passion and dedication to satisfy our clients and elevate their businesses.

Commitment

We build trust in our work by adhering to the highest standards and leveraging the latest technologies.

Professionalism

We take pride in maintaining the highest standards in our work.

Reliability

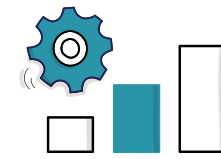
Striving to deliver the best results even in challenging circumstances.

Our Values

why Moasherat ?

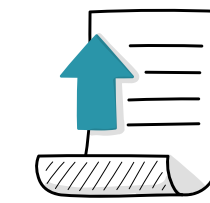
Business Development

We innovate strategies and solutions to develop businesses and enhance their efficiency.



01

02

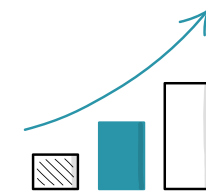


Research & Studies

We provide cutting-edge research and studies to enhance competitiveness.

Quality Enhancement

We measure and improve the quality of businesses and their services based on global standards.



03

04



Customer Satisfaction

We assist organizations in elevating customer satisfaction through advanced methodologies.

Moasherat's achievements

+280

Field researchers

57

Real-time data
dashboards

4

Analytical and data
visualization plat-
forms developed

5

Customer experience
systems developed

+1M

Beneficiaries surveyed
for satisf

+20K

Field quality
assessments
conducted

+3K

Housing units covered
in the Makkah and
Madinah regions

+450

Companies assessed
for service quality

Our Service

Moasherat's consultants have conducted thorough market needs analyses to identify key areas requiring improvement for effective intervention and development. Additionally, Moasherat has developed specialized methodologies tailored to the services offered.

Technical Solutions

- Data Analysis Model Building
Building and Developing Technical Platforms
- Business Intelligence Solutions
- Automation and Dashboard Building
- Emerging Technologies and AI

Management Consulting

- Governance
- Organizational Structure
- Qualification for Awards and Certifications
- Quality System Development
- Institutional Excellence

Customer Experience

- Surveys
- Performance Measurement
- Mystery Shopper
- Focus Groups
- Building and Operating Control Centers

Measuring Customer Satisfaction

Measuring customer satisfaction reflects an organization's inherent desire to improve and develop the services it offers. This process involves conveying the customer's voice, enabling them to evaluate the organization, and submitting development suggestions. Such initiatives enhance performance, strengthen areas of excellence, and address points of concern.

Customer satisfaction is assessed by analyzing the customer's journey and identifying key aspects that influence their experience with the service. This approach aids in constructing fair measurement models and generating accurate outputs, which are essential for making informed improvement decisions.

Objectives of Measuring Customer Satisfaction

Identifying weaknesses and pain points in the consumer experience and providing recommendations to address them.

Enhancing the efficiency of services provided.

Enhancing the efficiency of services provided.

Identifying the aspects of excellence in the services provided to consumers to enhance and capitalize on them.

Measuring customer satisfaction with the services provided and their level of contentment.

Measuring Customer Satisfaction

The consulting team at Moasherat Company developed a methodology for measuring customer satisfaction through five stages, starting with research and study and ending with presenting recommendations.



Recommendations

By reviewing the results of the customer satisfaction analysis, gaps are identified, and several recommendations and solutions for improvement are proposed, along with implementation and development mechanisms.



Analysis

Upon completion of filling out the customer satisfaction survey questionnaire, the quality of the data is reviewed to ensure its accuracy and freedom from errors, and to exclude any outliers. The data is then analyzed to extract results, calculate satisfaction metrics, and identify strengths and weaknesses of the measured services.



Monitoring and Control

The operational measurement processes are ensured to proceed smoothly by monitoring the achievement of the desired objectives according to the specified schedule. Additionally, the validity and accuracy of the data are verified through real-time monitoring of influencing factors such as time, location, and frequency.



Measurement

After determining the measurement tools and the target sample size, a measurement team is selected based on specific criteria. Subsequently, the data collection phase begins, and a plan for implementing the measurement operations is developed accordingly.



Research and Study

In this phase, the services provided by the organization are studied, and appropriate measurement tools are identified. Additionally, the type of the studied population is determined, and the optimal sample size is calculated using the latest statistical theories.

Mystery shopper

It is one of the methodologies aimed at measuring the level of services, contributing to improving the quality and efficiency of services, and enhancing transparency and self-monitoring.

It is considered an objective, periodic, and confidential process for reviewing and evaluating services, procedures, and employee performance levels. A qualified evaluator is assigned to act as a service beneficiary, thereby assessing the services from the customer's perspective. This is done to strengthen areas of strength, increase their effectiveness, and highlight areas of weakness to address them in collaboration with the relevant departments and beneficiaries.

Mystery shopping operations are carried out through a methodology consisting of 3 stages as follows:



Objectives of the Mystery Shopping Methodology

The mystery shopping method is applied to evaluate certain services in order to achieve the following goals:

Determining the extent to which service providers comply with delivering the service according to the specified standards.

Identifying the materials and tools necessary for providing the service and assessing their availability

Determining the extent to which the requirements are available at the service delivery location

Identifying practices and procedures that need improvement to enhance the services provided to pilgrims and Umrah performers.

Focus Groups

What are Focus ?

A **focus group** is a method used to gather data and insights. It consists of a small group of participants (typically around 10 individuals) **who** engage in a discussion centered on a specific topic or theme. The conversation is structured to explore both positive and negative perceptions regarding the subject. This method is called "Focus" because it concentrates on one primary topic through in-depth discussions.

How Are Focus Groups Conducted ?

Focus groups follow a structured workshop methodology that consists of eight main stages:



Service Performance Quality Evaluation

Evaluating service performance quality helps improve service delivery and highlights the potential positive impacts that can be achieved. This assessment allows for classifying services, identifying pain points, and recognizing strong and promising service areas that need enhancement.

The consulting team at Moasherat has developed a methodology for evaluating service performance quality based on the latest global studies and best practices. The methodology follows these key phases:

Analyzing Inputs and Selecting Evaluation Tools
Based on the analysis of objectives and inputs, the most suitable evaluation tools are chosen.



01

02



Defining Objectives and Inputs
Setting evaluation goals and collecting relevant regulations and guidelines for the provided services.

Implementation and Monitoring
Developing a detailed plan for measuring the quality of provided services and ensuring adherence to set standards.



03

04



Auditing and Analyzing Data
Reviewing the collected data and determining the key indicators that will shape the final outcomes.

Expected Outcomes of Quality Evaluation

Reducing service costs

Creating a culture of continuous improvement in service delivery.

Ensuring compliance with regulations and legal standards.

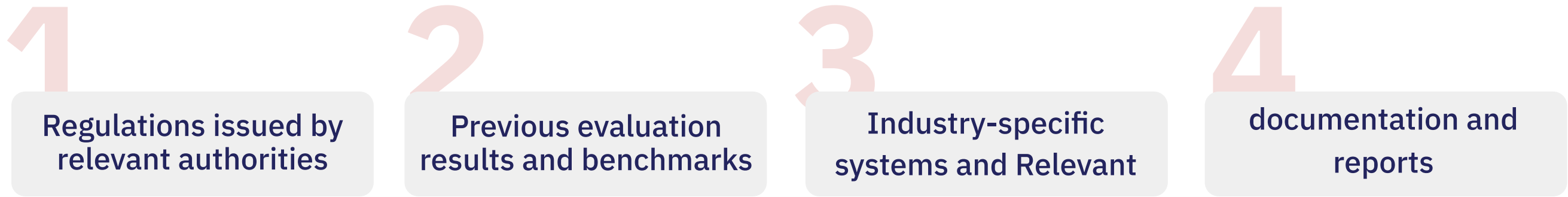
Increasing service recipients' satisfaction and trust.

Enhancing the service provider's reputation in the market.

Service Performance Quality Evaluation

Defining Objectives and Inputs

Once the objectives are set, the scope of the service evaluation is determined (e.g., hotels, towers, camps), along with the responsible and authorized entities. Based on this, the following inputs are analyzed and



Analyze inputs and determine evaluation tools

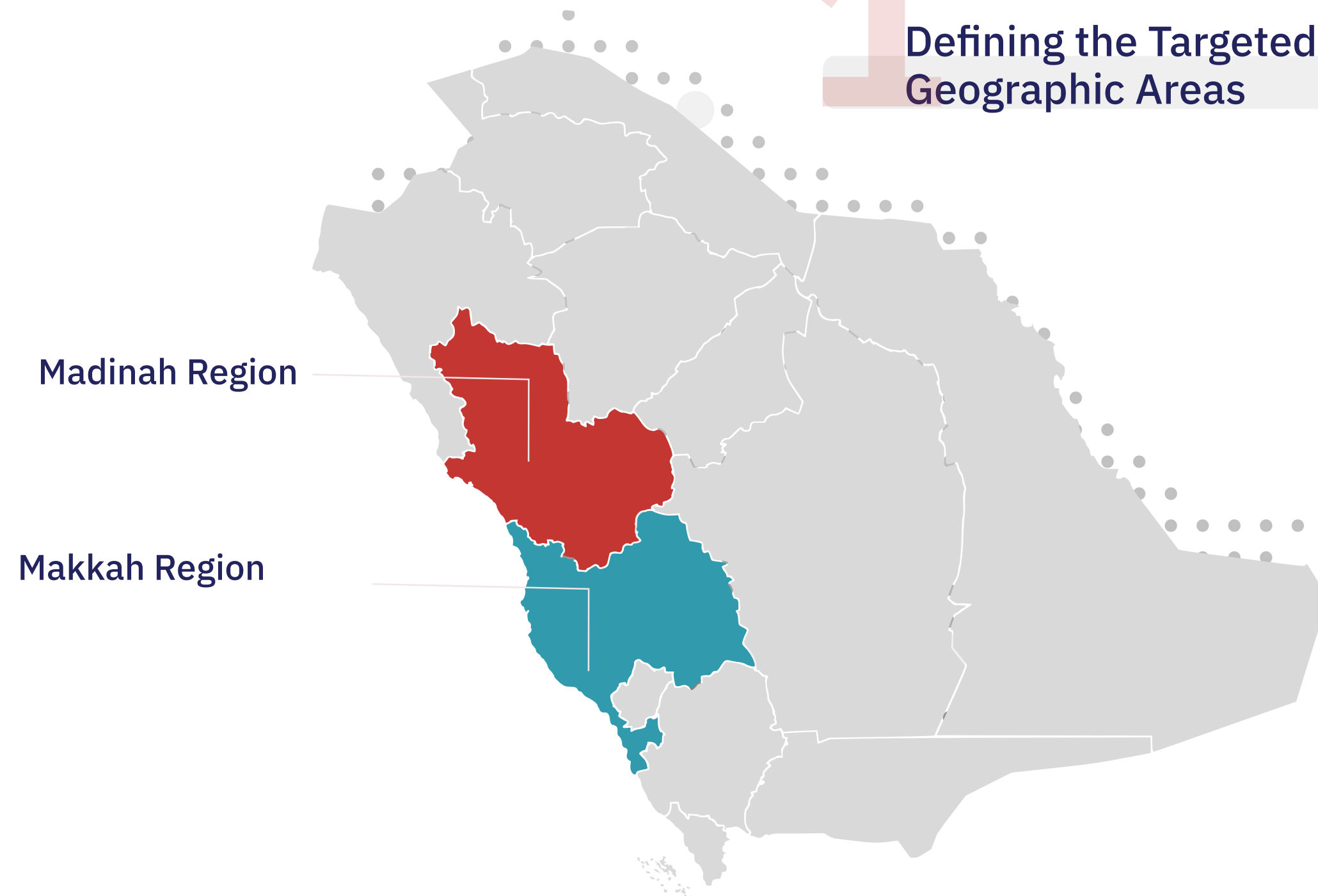
Evaluation Tool	Objective	of Type Analysis	Output
Mystery shopper	Service Evaluation and Experience from the Client's Perspective	Quantitative / Qualitative	Mystery Shopper Reports
	Understanding the Real Perception of the Service		
Field Visits	Service Evaluation Based on Approved Quality Standards	Quantitative / Qualitative	Field Visit Reports
	Covering the Widest Possible Range of the Targeted Scope		

Service Performance Quality Evaluation

Implementation and Monitoring

period, the type of scope of service evaluation (hotels, camps, camps) and the primary task and authority for this are determined. The following inputs are studied and analysed.

1 Defining the Targeted Geographic Areas



2 Identifying Quality Inspection

Determining the stages of the customer journey during each service.

Assessing the extent of customer interaction with the service.

Listing the services to be evaluated.

3 Developing Inspection Checklists

The screenshot shows a detailed inspection checklist for 'مساجد مكة المكرمة' (Makkah Mosques). It includes various criteria such as 'نظافة المساجد' (Mosque cleanliness), 'أمن المساجد' (Mosque security), and 'خدمات المساجد' (Mosque services). Each criterion is evaluated on a scale from 0 to 100%.

Structuring and organizing evaluation questions based on service categories

Defining the evaluation criteria for each service

Establishing the expected duration.

Designing survey structures and formulating relevant questions.

A sample of examining the previous list

4 Preparation and training.

Types of Training

Practical Training



The team is trained on using the technical tools employed in the program and then deployed to the field to apply the guidance and control method.

Oriental training



The team is trained on the scenarios, evaluation model, and the detailed plan is explained to them to ensure proper understanding.

5 Guidance and control

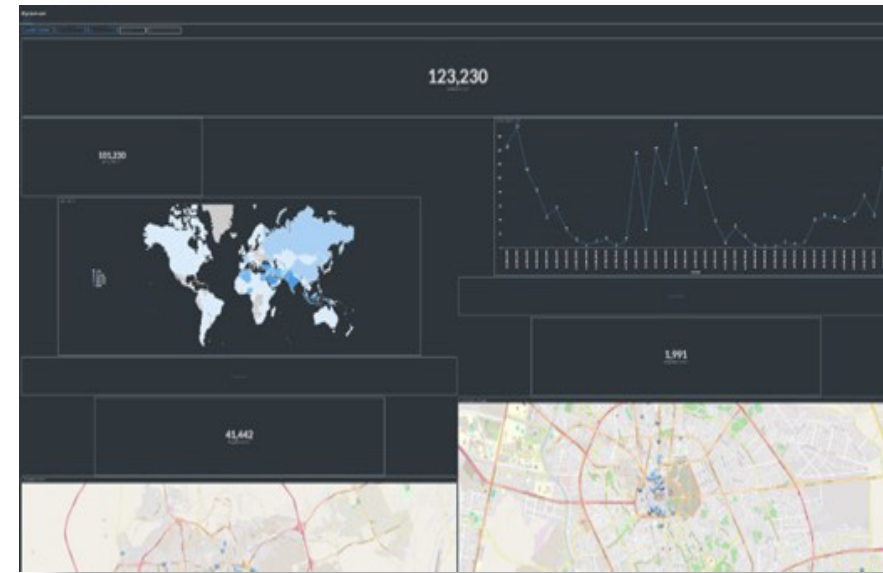
Team Activities Template



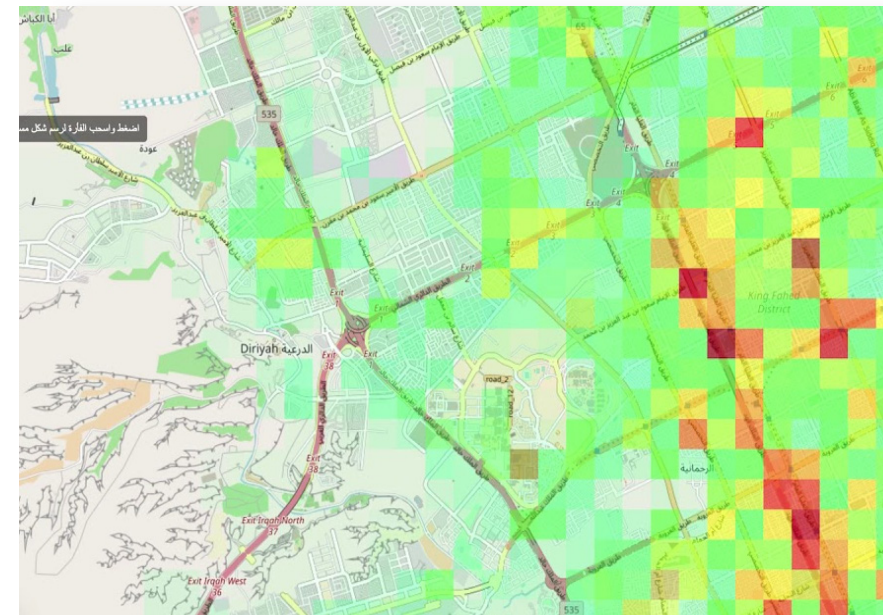
A model of the guidance plan.



6 Monitoring and Supervision



A real-time data dashboard is created to monitor internal operations.



A heat map of work areas and coverage is created to ensure comprehensive coverage of all targeted locations.

Visits are monitored to ensure the required sample size throughout the project period, and reviewed using the following formula:

$$100 \times (\text{Number of accepted visit samples} / \text{Target number})$$

If the percentage is low (less than 50%), the team will review the influencing factors, such as:

Lack of responsiveness from the service provider.

Inappropriate timing of the visit.

Length of the checklist.



Service Performance Quality Evaluation

Auditing and Analysis

Data auditing.

Reviewing original values.

The database is referred to in order to review the original values that were entered verify them, and confirm the context of the evaluation.

Detecting and Removing Outliers

Identifying errors in the evaluation model results and correcting, removing, or replacing incorrect values.

Identifying outliers.

Detecting and eliminating extreme values (up to 10% of the dataset) to maintain data integrity.

Reviewing recorded observations

Checking the captured observations to ensure they match the evaluation criteria.

Implementation of methods.

The team will analyze the data by applying appropriate statistical methods for each dataset according to its type and the most suitable approach to describe it.

Type of Data

Quantitative

Qualitative

Appropriate statistical methods.

inferential analysis.

Descriptive analysis.

Determine the required indicators

By reviewing the objectives of the outputs, the indicators to be presented are determined.

Examples of Required Indicators

Service quality

percentages by category.

Key recorded observations.

Overall service quality percentage.

Compliance rate.

Creating a Dashboard

Developing a dashboard to display key evaluation metric using graphs and tables to visualize data clearly allowing filtering and segmentation of results as needed



Generating Reports

Summarizing results in structured reports Including both numerical analysis and qualitative insights

Examples of Issued Reports:



Technical solutions

Measuring indicators platform

Measurement Indicators" platform enables you to activate and automate the measurement process within a unified system developed based on the accumulated expertise of Indicators consultants. It helps you build measurement models and track results in the simplest ways through an advanced and secure environment that adheres to cybersecurity standards.

Key Features of the Platform

1

Secure Hosting Ensuring Database Protection from Any External Access

2

Comprehensive Content Management System

3

Customization of the Platform Interface According to the Client's Brand Identity

4

Smart Data Analysis through Advanced AI Models

The Measurement Indicators Platform is activated through multiple systems that function as a unified framework, contributing to the development and improvement of work mechanisms.

Presentation and reporting system

Data processing and analysis system

Electronic questionnaire system

Content Management System

Technical solutions

Technical indicators system

An integrated solution for managing and organizing measurement processes; The system enables you to control all stages of measurement through specialized platforms under one technical system, subject to cybersecurity controls, and supported by artificial intelligence techniques.

Technical platforms

Management System (CMS) content

It is a highly flexible system that helps manage, collect, and analyze data to improve the management process, help generate reports, and come up with clear and supportive insights. to improve the management process, help generate reports and come up with clear insights to support decision-making.

Advantages of the public platform

Ability to structure the platform based on the organization's content

Data centralization and collection in a single database

Easy connectivity to various platforms and BI programs (Power bi, Tableau, Metabase, etc.) and the availability of hosting on private servers

Customizability according to the organization's business identity

Routing and Control Interface

The interface allows the administrator to easily direct and manage employees by customizing the interface to suit the organization and the beneficiary department, through a number of features



Training and education

Providing a window into education, evidence, and research.



Quality assurance

Ensure the quality of employees' work by automating processes and analyzing employee behavior using artificial intelligence.



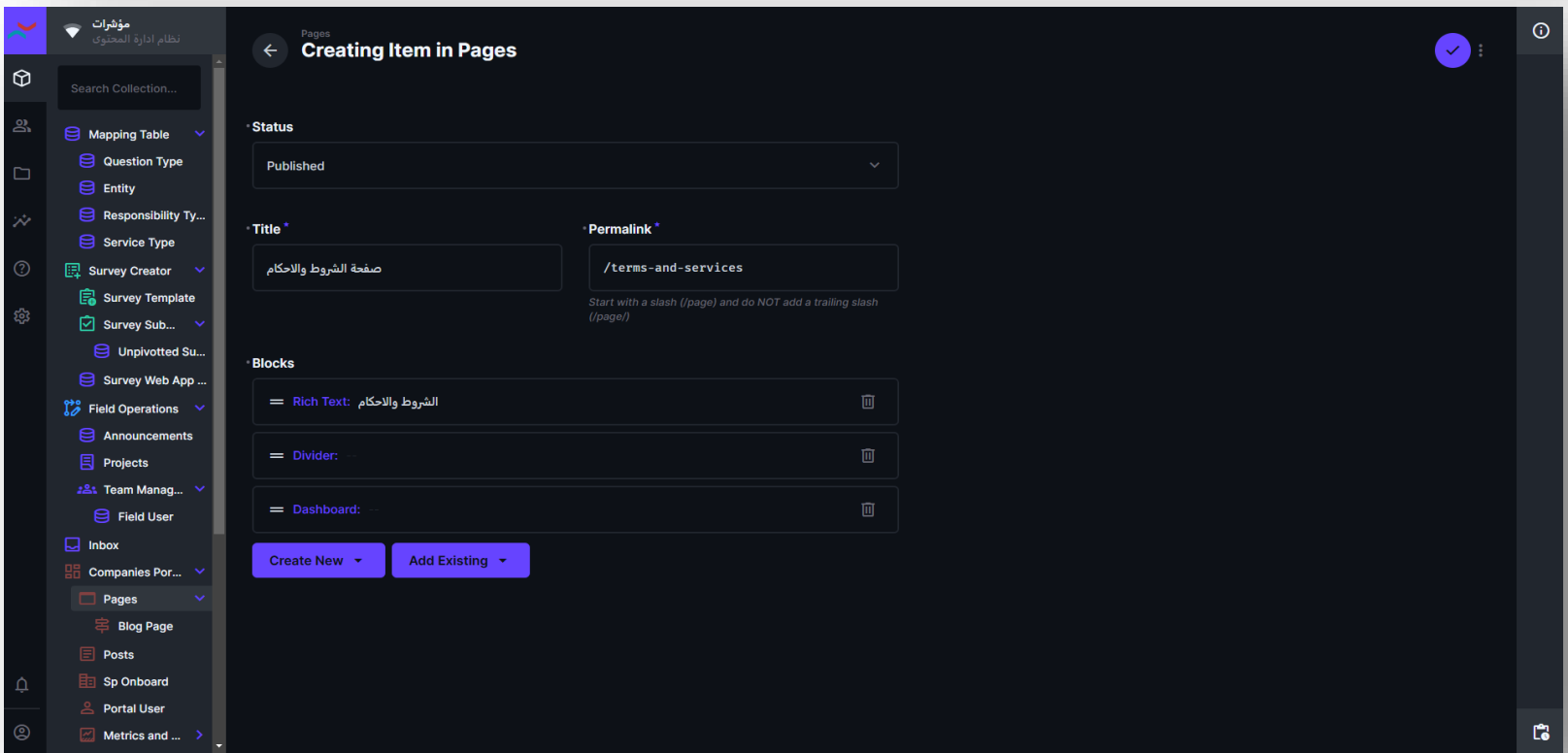
Team and Employee Management

Enables employees to identify, organize, and share directions and instructions for spatial and temporal scopes of work



Flexible departmental customization

Distribution of responsibilities and roles, and the possibility of granting authority at different levels, depending on the functional levels



Data Collection Application

It is the main interface of the data collector; it consists of several customizable windows that are characterized by

1

Characteristics of communication between data collectors and management via the correspondence page

4

Quality assurance mechanisms such as mandatory site identification, biometric verification, and a mechanism to modify the assessment or response

2

Easy interface to collect data and perform assessments

5

Allow the app to be used and data to be collected without immediate use.

3

Orphan screen, emergency and scheduled directives

6

Direct communication between team members via the Push to talk



Live chat

Artificial Intelligence

Immediate language

Automatic language recognition, direct analysis of voice response, and visualization output and results

Livechat

Enabling live chat with an AI model; by connecting with the most prominent generative AI models

Qualitative Analysis

Analyzing qualitative data and textual observations through a sentiment analysis model using Natural Language Processing (NLP) techniques, and then Classification and clustering via Deep Learning and Clustering Analyses

Predictive analysis

Conduct future analyses based on historical input data and propose analytical indicators and supporting insights



Real-time language analysis



Tenth conversation

Most prominent projects

Performance and Measurement Beneficiary Satisfaction Project 2023.

Measuring performance and satisfaction of beneficiaries (individuals – business sector) within the best global and local practices, in alignment with the sector's strategy and leadership ambition.



Project Objectives

Measuring performance and beneficiary satisfaction (individuals and businesses) using global and local best practices.

Utilizing advanced analytical methods to support data-driven decision-making and enhance strategic planning.

Developing improvement plans based on collected data to enhance overall service quality



وزارة الحج والعمرة
MINISTRY OF HAJJ AND UMRAH



2023 - 2024

Most prominent projects

Performance and Measurement Beneficiary Satisfaction Project 2024.

The project aims to enhance beneficiary satisfaction (Guests of Allah) and contribute to improving service quality and sustainability. It aligns with the ministry's strategic directions and supports the Vision 2030 objectives.

Main Scientific Tools Used

- Focus Groups
- Electronic Surveys
- Field Interviews
- Phone Interviews
- Mystery Shopper



2023 - 2024

Most prominent projects

Al Rajhi Business Support Services Quality Management for Hajj Seasons (1444 - 1445 AH)

The project aims to provide quality assessment services and ensure compliance with service delivery standards and qualifications. It also focuses on measuring customer satisfaction for Al Rajhi Business Support Services.



Key Outputs

Service Readiness

Complaint and Feedback Handling

Safety and Emergency Monitoring

Performance Quality Management

Customer Satisfaction Measurement

- Quality Assessment Re-
- Emergency Reports
- Checklists
- Development Recommenda-
- Real-time Quality Evalua-

الراجحي
Al Rajhi



MATEEN
ALMANASIK



1445 - 1444

Most prominent projects

Quality Management and Customer Satisfaction Measurement for Kadana Valley Towers

The project aims to measure customer satisfaction and evaluate employee performance by adopting global best practices and methodologies. The goal is to enhance services, improve customer experience, and increase customer loyalty.



Key Outputs:

Strategic and Operational

- Quality Assessment Re-

- Development Recommenda-

Performance Indicators

- Emergency Reports

- Real-time Quality Evalua-

Customer Satisfaction Reports

- Checklists

Employee Service Quality Assessment



شركة قادرين للتشغيل والصيانة المحدودة
Gadreen Operation And Maintenance Co. Ltd.



1445

Success Partners



شركة قادرين



الوكلاء



وزارة الحج والعمرة



الراجحي للخدمات المساندة



صندوق الوقف الصحي



البنك الإسلامي للتنمية



المجلس التنسيقي لمؤسسات
وشركات خدمة حجاج الداخل



الهيئة التنسيقية لمؤسسة
أرباب الطوائف

Board of Directors



Fahd bin Abdullah Al-Rajhi

Chairman of the Board

The Chairman of the Board of Directors has over thirty years of experience. He has been a member of the board of directors of both "Al Baraka Group" in Bahrain and "Raysut Cement Company" in the Sultanate of Oman, as well as "Tabuk Agricultural Development Company" and "Awsal and Bukhayt Investment Company." He also served as the General Manager of the Treasury and Financial Institutions Group at Al Rajhi Bank in Egypt. Currently, he holds the position of Chairman of the Board of Directors for "Abdullah Abdulaziz Al Rajhi and Sons Holding Company," "Fahd Abdullah Al Rajhi Ventures," and "Moa'sherat Business Services Company," and is the Vice Chairman of the Board of Directors of Najran Cement Company.



Eng. Bandar bin Abdullah Al-Rajhi

Vice Chairman

A member of the Board of Directors with over 20 years of experience, he served as the head of the Technical Development Team at the National Defense Operations Center within the U.S. Department of Defense. He also held the position of Chairman at CompuSoft Limited and Al-Maqayis Al-Arabiya, and served as the Regional Director for the Integrated Vision Group. Additionally, he was the Deputy General Manager at both the Saleh Abdulaziz Al Rajhi Foundation and the Yusuf Saleh Al Rajhi Foundation and chaired the Executive Committee for Hajj Affairs at the Al Rajhi Hajj Foundation.



Abdulaziz Al-Hammadi

Board Member

Digital Transformation Management Consultant at Moa'sherat Company and a member of the Board of Directors with over 20 years of experience in the technical field. He has worked as a consultant for the Ministry of Communications and Information Technology and as an independent consultant for the Ministry of Housing. He is the Executive President of Tuwaiq Academy and the Digital Giving Initiative. He founded the Raqeeem platform for internet services and the Saudi Google Cloud Developers Community. Additionally, he serves as the General Manager of the Digital Transformation Company, a member of the Board of Directors of the "Abdullah bin Abdulaziz Al Rajhi Charitable Foundation," a member of the Communications and Information Technology Committee at the Eastern Chamber, and a member of the Communication Committee for Support and Social Benefits at the Ministry of Human Resources and Social Development.

Expert Team



Prof. Dr. Hamoud Al-Dosari

A professor at the College of Computer and Information Sciences at King Saud University, holding a master's degree in computer science from King Saud University and a doctorate from Cardiff University, respectively. His research interests include service quality assessment, trust and reputation management systems, human-computer interaction, sentiment analysis, and social mining. He has chaired the Information Systems Department at the university, served as an assistant instructor at King Faisal Academy in the Saudi Ministry of Defense, and worked as a software engineer at the Saudi Ministry of Labor.



Dr. Khalid Al-Enezi

Dr. Khaled Al-Otaibi is an associate professor in the College of Computing and Mathematics at King Fahd University of Petroleum and Minerals. He holds a master's degree in mathematics from King Fahd University and a doctorate from the University of North Carolina, respectively. His research interests include mathematics and statistics. He has published research in international journals and conferences and has attended numerous conferences and presented several seminars.



Dr. Khalid Al-Enezi

Certified Strategic Planning and Performance Indicators Consultant – GBMA Canada.

Mahmoud is a strategic planning and organizational development consultant with over 10 years of experience in setting objective and result indicators, overseeing implementation, and enhancing human resource efficiency. He has led the consulting team in developing strategic plans for Suleiman Abdulaziz Al-Rajhi International Investment Company, Abdullah Al-Rajhi Holding Group, Faden Company, Rajhi Endowment Holding Company, Nimer Group, and Arab Assets Company. Additionally, he was a member of the consulting team for the strategic planning projects of King Khalid University and Al-Baha University.

Executive Management



Dr. Fahd Al-Tuwaireesh

CEO

An experienced Chief Executive Officer with over 20 years of expertise in management, governance, and meeting quality requirements in projects. He possesses extensive experience in developing and implementing strategies. Among his notable achievements are preparing the strategic investment plan for the endowments of the sons of Abdulaziz Al Rajhi Charitable Foundation and qualifying for the British Quality Certification. He also participated in a workshop to develop an implementation plan for the National Transformation Program for the non-profit sector and the "Service to the Guests of the Rahman" program (one of the programs of Vision 2030).

Digital Solutions Management



Eng. Musab Wadi

Director of Digital Solutions Management

Expert in IT leadership and strategy, software development, co-founder and director of the National Telecommunications and Information Security Company (NTIS). Served as IT and Communications Director for Bhr Group. As an IT engineer, led firmware development and created applications for embedded systems. Implemented projects such as the "Nusuk Adaa" performance measurement platform for Hajj 1445, enterprise resource planning solutions, closed-circuit television and security systems, IT asset management systems, and room automation and control. Developed secure remote video conferencing systems for Internet of Things devices, Wi-Fi control using Arduino, and RET control units.



Eng. Omar Al-Amr

Software Engineer

A specialist in AI and emerging technologies, holding a Ph.D. in Computer Engineering. He is a certified Matlab AI developer and previously served as Head of the IT Department at Umm Al-Qura University. His research focuses on big data analytics, AI-driven decision-making, and deep learning applications.



Abdulaziz Ismail

Technology Management

A Java and Spring Framework specialist, focusing on backend development, API integration, and cloud computing. His experience includes: Developing scalable Java-based applications, Building automated document generation systems using Docker and Chromium and Creating digital transformation tools for enterprise automation

Technology management



Eng. Abdulbari Al-Omari

Project specialist

management specialist with over 4 years of experience, holding a PMP certification. Managed several projects in the public, private, and non-profit sectors, most notably the project for the electronic website of the Saudi Innovation Center for Water Technologies and the ERP system for enterprise management. Also worked as a project manager at Nyar Tech Company and as a project manager at the National Company for Communications and Information Protection (OMP).



Dr. Mohammed Thanoon

an expert in artificial intelligence and machine learning.

A professor at the College of Computer Science, holding a PhD in Computer Engineering and Information Systems, with a specialization in Artificial Intelligence. He served as the Head of the Information Technology Department at the College of Computer Science in Al-Leith, Umm Al-Qura University. He is an accredited programmer in the MATLAB programming language. He also held the position of Vice Dean for Development and Quality at the same college. He is interested in data analysis and restructuring it to align with artificial intelligence. He has worked on several projects, including: Exploring pilgrims' satisfaction with hospitality services through analyzing various data and applying the theory of expectation confirmation and deep learning and enhancing the perceived value of religious tourism and public transportation to Mecca to transition to smart tourism using advanced data analysis techniques and applying the concepts of deep learning and big data.



Eng. Ihsan Dweidi

Software Engineer

Software developer with over 4 years of experience in developing and maintaining Java-based applications, including scalable applications using the Spring Framework, Spring Boot, and Spring MVC. Worked on developing a service for creating high-quality PDFs by generating files from headless Chromium printing. Also worked on designing and implementing REST APIs, where the main backend was built for eci.monshaat.gov.sa. Developed an intranet system accessible to employees, enhancing communication automation tasks using the Spring MVC framework. Worked on automating operations such as uploading employee absences using Docker. Managed and maintained servers, utilizing Docker to automate processes, freeing up administrative resources, and providing real-time updates to Google Sheets.

Operation Management



Firas Al-Shalali
Operations Manager

Firas has extensive experience in the business field, notably serving as CEO of a Hajj company for 10 years. He also worked as the Field Operations Manager at the Supervision Center in the Ministry of Hajj, overseeing governance of control operations and managing the Emergency and Crisis Unit. Currently, he is the Operations Manager for a project measuring performance and beneficiary satisfaction.



Hamza Al-Adaili
Operation Specialist

He served as the head of the consulting team in several consulting firms, managing various consulting projects with both public and private sectors. He worked as the manager of volunteer campaigns on the National Blood Donation Platform and as an operations engineer at Yamama Cement Factory. He was a creative writer at Hebar Company and has authored several publications in the consulting sector. Since 1436 AH, he has annually participated in Hajj seasons, handling crowd management, transportation, pilgrim dispatching, and quality management. He managed operations for the performance and beneficiary satisfaction measurement project during the 1444 AH Hajj season.



Abdulrahman Al-Owaid
Operation Specialist

Leader with over 9 years of experience in supervision, monitoring, and operations. Worked in various sectors, including as an official at the General Presidency for the Affairs of the Two Holy Mosques and as a field operations manager at Moasherat Company.

Project Management Office



Eng. Maysar Al-Juhani
PMO Manager

Project and strategy manager with over 7 years of experience. ed as Executive Director at the Social Development Committee in Yanbu, Project Manager at Rakeen Consulting and Capacity Building Company and Hanak Consulting and Business Company, and Strategy Manager at the National Company for Communications and Information Security. Mad projects for the Ministry of Human Resources and Social Development, the Ministry of Hajj and Umrah, the Ministry of Housing and Rural Affairs, the National Center for E-Learning, the National Road Safety Center, and the Quality of Life Program.



Eng. Amer Bin Ishaq
Project specialist

Project specialist with over 4 years of experience in project management. Managed government projects for the Ministry of Human Resources and Social Development, the Ministry of Housing and Rural Affairs, the Ministry of Environment, Water, and Agriculture, the National Center for Non-Profit Sector Development, Makatfa Company, and Noqta for Digital Marketing. Also served as assistant general manager at the Saudi Journalists Association and business analyst at Rakeen Consulting.



Saud Al-Faqih
Project specialist

Project specialist with over 4 years of experience in project management. Managed several projects, including: Roadworks Manager, Technical Office Manager in the P3 project of the Riyadh Metro (RCRC) ,Urban development in the Royal Commission for Riyadh City ,local real estate consulting and urban development company and manager of urban and road design packages at ADDC PT additionally, supervised traffic management for lines 4, 5, and 6 constructions.

Contact Information



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