

MOATH SHAHEEN

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PROFESSIONAL SUMMARY

Dynamic business operations leader with over 9 years of experience across retail, healthcare, and food services. Skilled in managing business units, government tendering, vendor relations, and logistics. Experienced in building strong relationships with hospitals, suppliers, and regulatory bodies, while ensuring efficient communication and compliance with public sector standards. Known for operational excellence, hands-on leadership, and a professional approach in both internal coordination and external stakeholder engagement.

PROFESSIONAL EXPERIENCE

Tendering & Medical Supplies Coordinator – Healthcare Division

Shaheen Group – Medina, Saudi Arabia | 2024 – Present

- Managed sourcing, evaluation, and importation of medical devices and pharmaceuticals.
- Led SFDA registration processes and regulatory communication with local and international manufacturers.
- Prepared and submitted technical and financial proposals for public sector tenders via the Etimad platform.
- Collaborated with hospital procurement teams and biomedical departments during evaluations and product approvals, maintaining clear and structured communication throughout.

Project Manager – Medical Vinyl Division

Shaheen Group – Medina, Saudi Arabia | 2023 – Present

- Directed project execution for medical-grade flooring in hospitals and clinics, ensuring alignment with technical and hygiene standards.
- Coordinated with engineers, contractors, and hospital facility management teams to align project goals.
- Maintained professional communication with healthcare administrators and contractors to ensure smooth project flow.
- Handled logistics, compliance documentation, and technical correspondence with international suppliers.

Operations Supervisor – Shaheen Cuisine (Family Business)

Medina, Saudi Arabia | 2021 – 2022

- Managed day-to-day operations including supplier coordination, HR, and customer service.
- Negotiated and secured contracts with local projects for food supply and catering services.
- Built client relationships that increased revenue and brand recognition.
- Recruited, trained, and evaluated staff to improve service quality.

HR & Government Relations Coordinator – Shaheen Group

Medina, Saudi Arabia | 2015 – Present

- Managed employee-related government processes (iqamas, visas, renewals, exit/re-entry permits).
- Coordinated with MOL, GOSI, Muqem, and Qiwa platforms to ensure compliance with Saudi labor laws.
- Supported employee onboarding, contracts, and medical insurance documentation.
- Represented the company in front of ministries, chambers of commerce, and licensing authorities.
- Handled permits, certifications, and renewals for company operations and staff.
- Provided guidance to management on HR compliance and labor law updates.

Shaheen Group for furniture (Family Business)

Medina, Saudi Arabia | 2015 – present

Sales Officer | 2015 – 2017

- Built initial client relationships with retail and institutional customers.
- Supported procurement and sales activities, handling customer requirements and product follow-up.
- Assisted in preparing quotations and small contracts for clients.

Sales Manager | 2017 – 2020

- Led sales operations across multiple branches, driving revenue growth.
- Negotiated and secured contracts with purchasing departments in hospitals, hotels, and colleges.
- Expanded the company's client base through business development initiatives and strong networking.
- Managed a sales team, setting targets and providing training to improve performance.

General Manager | 2020 – Present

- Oversaw full business operations including sales, procurement, warehousing, and finance.
- Represented the company in formal dealings with government licensing authorities and institutional clients.
- Implemented performance and reporting systems that improved efficiency across 3 branches.
- Directed vendor negotiations and secured long-term supply contracts.
- Supervised 13+ employees, fostering teamwork and accountability.

EDUCATION

Bachelor of Business Administration Arab Open University – Saudi Arabia	2023
Studies in Cybersecurity University of Prince Mughrin – Saudi Arabia	2015
Intensive English Language Course Los Angeles – United States	2013
Certificate in Total Quality Management (TQM) Medina – Saudi Arabia	2024

CORE COMPETENCIES

- **Business Operations & Team Management**
- **Procurement & Vendor Relations**
- **Government Documentation**
- **Government Relations & HR Services (Qiwa, GOSI, Muqeem, MOL)**
- **Project Follow-up & Execution**
- **Visa Processing, Employee Onboarding & Compliance**
- **Financial Oversight (basic)**
- **Workflow Optimization**
- **Sales & Business Development (B2B Contracts, Partnerships)**
- **Public Sector Documentation & Licensing**
- **SFDA Registration & Etimad Tendering**
- **Total Quality Management (TQM) Practices**
- **Stakeholder Communication & Engagement**
- **Service Quality Support**
- **Operations & Team Leadership**
- **Medical Product Registration (SFDA)**
- **Government Tenders & Public Bidding**
- **Inventory & Financial Management**
- **B2B Client Relations**
- **Compliance & Regulatory Affairs**
- **Cross-functional Communication**
- **Microsoft Office (Excel, Word, Outlook, PowerPoint)**