

Waleed Abo-Elezz

Senior E-commerce Operations Manager

Riyadh, Saudi Arabia | +966 56 133 2529 | waledmohamed999@gmail.com | linkedin.com/in/waleed2del | waleedaboelezz.com

PROFESSIONAL SUMMARY

E-commerce operations specialist with extensive experience managing and scaling online stores on the Zid platform. Proven track record in optimizing order lifecycle operations, improving fulfillment performance, and enhancing customer experience. Skilled in process optimization, data analysis, and cross-functional coordination across logistics, customer service, and technical teams.

Experienced in leveraging AI and automation to improve operational efficiency, reduce costs, and build scalable digital solutions.

PROFESSIONAL EXPERIENCE

E-commerce Operations Manager Zid Platform — Riyadh	2025 – Present
---	----------------

- Manage and operate 80+ active e-commerce stores on Zid
- Launch 120+ stores monthly (end-to-end setup: payments, shipping, testing, UI)
- Improve Order Fulfillment Rate by +25%
- Reduce order processing time by 30% through SOP optimization
- Resolve 150+ monthly operational issues (payments, shipping, products, customers)
- Reduce customer complaints by 20% and improve satisfaction ratings
- Handle 50,000+ monthly orders across multiple stores
- Improve inventory accuracy and reduce stock-outs by 35%
- Coordinate with 5+ shipping partners to enhance delivery performance
- Prepare weekly and monthly analytical reports for decision-making

Operations & Technology Supervisor Riyadh Season (Boulevard – Kuwait Zone) — Riyadh	2024 – 2025
---	-------------

- Managed daily operations across 30+ locations and activities
- Supervised POS systems, access control systems, and technical infrastructure
- Handled 30,000+ daily visitors while ensuring smooth operations
- Resolved operational issues within an average of less than 15 minutes
- Coordinated with 60+ vendors and operational teams
- Reduced operational disruptions by 25% during the season
- Delivered daily reports that improved overall efficiency

Digital Transformation & Technical Operations Manager Manbaa AI-Aamal — Riyadh	2022 – 2024
--	-------------

- Led operations for 3 e-commerce brands (Shalfa, Mihmar, C One) with 8,000+ monthly orders
- Built and launched stores end-to-end on Zid (Setup, UX/UI, integrations, go-live)
- Managed the full order lifecycle from placement to delivery
- Improved fulfillment rate by +25% and reduced processing time by 30%
- Reduced operational errors by 30% through SOP development
- Optimized inventory and supply chain, reducing stock-outs by 35%
- Led cross-functional teams (10–15 employees) across operations, logistics, and support
- Improved delivery success rate by +20% via shipping optimization
- Analyzed KPIs and implemented data-driven improvements to reduce costs
- Supported marketing campaigns, increasing seasonal sales by 40%

Operations Manager Blagat Platform — Riyadh	2021 – 2022
• Managed platform operations serving hundreds of thousands of users monthly • Increased bookings by +30% within one year • Improved user experience and reduced bounce rate • Collaborated with technical teams (frontend/backend) to enhance system performance • Built dashboards to monitor KPIs and operational metrics • Improved platform speed by 20%	

System Network Administrator Emco	2019 – 2021
---	-------------

EDUCATION

Bachelor of Computer Science — Alexandria University	2016 – 2019
---	-------------

CERTIFICATIONS

- PMP – Project Management Professional (2025)
- Zid Platform Certifications
- CCNA – Cisco
- MCSA – Microsoft

SKILLS

E-commerce Operations: Online store management (Zid) · Order lifecycle and fulfillment optimization · Inventory and supply chain management · Shipping and logistics coordination · Customer experience optimization · Data analysis and reporting

Process & Performance Optimization: SOP development and process improvement · KPI tracking and performance analysis · Operational efficiency optimization

AI & Automation: AI-driven process optimization · Workflow automation to reduce time and cost · AI for data analysis and reporting, customer service (chatbots and smart responses), and product and content optimization · Prompt Engineering (ChatGPT)

Technical & Systems: E-commerce systems integration (payment and shipping APIs) · Building automation solutions · Web fundamentals (HTML, CSS, JavaScript) · Server, hosting, and domain management

Tools & platforms: Jira · Trello · Notion · Excel · Google Sheets · ChatGPT · Visual Studio Code

LANGUAGES

Arabic (native) · English