

ABDULLAH ABDULKAREEM AL-ASHTAL

Operations & Quality Leadership • AI-Powered Operations & Workflow Automation • Process Improvement

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PROFESSIONAL SUMMARY

Operations and management specialist with more than five years of hands-on experience in operations leadership, import coordination, administrative supervision, and project management. Skilled at organizing resources, controlling costs, improving processes, and building work systems that support financial stability and operational efficiency. Combines this operational background with strong practical command of AI agents and automation tools — designing, deploying, and supervising AI agents that handle reporting, follow-up, documentation, and routine coordination, cutting turnaround time and freeing the team for higher-value work. Currently Operations & Quality Lead, focused on cross-department coordination, quality control, automation of recurring workflows, and increasing production capacity. Previously launched one of the company's operational projects from day one and was later promoted to manage it end to end.

PROFESSIONAL EXPERIENCE

Operations & Quality Lead | EduStation — Dammam

Mar 2026 – Present

- Coordinate between departments to keep work flowing smoothly and operations fully integrated.
- Deploy and supervise AI agents to automate recurring operational tasks — report generation, data entry, task follow-up, and internal correspondence — reducing manual workload and shortening turnaround time.
- Design operational workflows with Claude Code, then connect and run them through Manus agents — removing manual steps from repetitive tasks, with human review at every decision point.
- Monitor quality and make sure outputs meet approved standards, resolving issues as they arise.
- Support departments in raising production capacity and improving operational performance.
- Manage and develop administrative costs and keep spending under control.
- Train team members on the practical, day-to-day use of AI tools and set clear guardrails for accuracy, confidentiality, and quality.

Restaurant & Operations Manager | Zurbian Island Restaurant

May 2024 – Jan 2026

- Fully managed the project within the company's overall operational framework.
- Led the team and assigned tasks based on clear, well-planned operational schedules.
- Controlled costs and improved the efficient use of available resources.
- Prepared detailed operational performance reports and used AI tools to analyse results, spot trends, and support decisions that improved the business.
- Tracked cash flow to strengthen financial stability and keep the project sustainable.

Administrative Supervisor | Zurbian Island Restaurant — Hermony Group project

May 2023 – May 2024

Held alongside core duties at the Group — launch phase of the project.

- Oversaw the setup of the project's administrative and operational structure from the launch stage.
- Built standard operating procedures and organized operational resources to ensure efficiency.
- Tracked financial and operational performance regularly against growth targets.
- Coordinated daily operations and made sure all departments followed internal policies.

Administrative Assistant — Import Department | Hermony Import & Export Group

Aug 2020 – May 2024

- Coordinated import operations and dealt directly with international suppliers.
- Followed up on shipments and supply chains to make sure timelines were strictly met.
- Prepared regular operational and financial reports for senior management.
- Supported financial planning by carefully tracking expenses and cash flow.

AI AGENTS & AUTOMATION CAPABILITIES

- Agent deployment:** Employing AI agents to execute and follow up on operational tasks — reports, correspondence, data entry, and scheduling — under clear human supervision.
- Workflow design:** Building workflow sequences with Claude Code, then connecting and running them through Manus to automate repetitive tasks end to end.
- Prompt & instruction design:** Writing precise instructions and reusable prompt templates that deliver consistent, repeatable, verifiable outputs.

- **Analysis & decision support:** Using AI to analyse operational and financial data, surface trends, and prepare decision-ready summaries for management.
- **Enablement & governance:** Training staff on practical AI use and setting accuracy, quality, and confidentiality guardrails.
- **Tools:** Claude and Claude Code | Manus | Gemini

CORE SKILLS

- **Operations:** Operations management, system building, and process improvement for growing projects.
- **Quality:** Quality control and verifying outputs against approved standards.
- **Automation:** Automating recurring tasks and deploying AI agents to speed up execution.
- **Coordination:** Cross-department administrative and office coordination.
- **Supply chain:** Supplier, contract, and inventory management; import and supply-chain follow-up.
- **Finance:** Cost analysis, spending control, cash-flow tracking, and operational reporting.
- **Leadership:** Team leadership, administrative supervision, problem solving, and strategic decision making.

EDUCATION

Bachelor's Degree in International Business Administration | University of Modern Sciences

2026

PROFESSIONAL CERTIFICATIONS

- Soft Skills Development Program — McKinsey Forward (2025).
- Advanced Digital Marketing Certificate — Global TAG (2024).
- Digital Marketing Fundamentals Certificate — Global TAG (2023).
- Internal Training Certificate — Exceed Center (2024).
- Climate Action and Sustainability Training — National Forum for Environment (2024).

LANGUAGES

- Arabic — Native. | English — Advanced.