

Zaher Osman

Senior Operations & Hospitality Services Leader

Jeddah, Saudi Arabia - Neom, Saudi Arabia

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EXECUTIVE SUMMARY

Senior operations leader with 15+ years managing large-scale residential communities (15,000+ residents) and hospitality operations (450+ rooms) across Saudi Arabia's most prestigious projects, including NEOM, Aramco-affiliated Petro Rabigh, and international luxury hospitality brands including Hilton and Waldorf Astoria (Qasr Al Sharq). Proven track record of delivering operational excellence, 95%+ SLA compliance, and cost optimization in remote, high-demand giga-project environments, while ensuring resident satisfaction. Proven track record developing and executing comprehensive communication strategies, founding community publication newsletters including The SUNRISE at NEOM (reaching 25,000+ individuals) and PETRO NEWS (reaching 5,000+ residents), and creating multimedia content that enhances stakeholder engagement and brand presence.

SKILLS

Core Skills: Visionary and Team Leadership | Executive Leadership | Decision-Making | Multi-Site Operations Management (6+ communities, 15,000+ residents) | Hospitality and Hotel Operations (450+ rooms) | Asset and Property Management | Facilities Planning and Maintenance | Budget Planning | Financial Management | Customer Satisfaction Optimization | Project and Asset Management | Stakeholder Management | Vendor and Contract Management | Service Excellence and SLA Management (95%+ compliance) | Strategic Thinking and Decision-Making | Leadership and Team Management | Problem Solving and Analytical Skills | Risk Management and HSE Compliance | Customer Focus and Visitor Experience | Time Management | Attention to Detail | Adaptability | Community Development

Technical Skills: Property & Community Management Systems | Service Request Management Systems | Hospitality Property Management System (PMS) | Microsoft Office Suite (Excel, PowerPoint, Word) | Emergency Response Protocols | Quality Assurance Frameworks | Stakeholder Presentation & Communication | Computer-Aided Facility Management (CAFM) | SAP | Residential Management Systems (RMS) | Opera Systems | ISOH | KPI Analysis

Languages: Fluent in Arabic and English (C2); Basic French

WORK EXPERIENCE

NEOM

Resident Relations Specialist

Tabuk, Saudi Arabia

April 2024 – Present

Overseeing resident experience operations across 4+ NEOM communities (Community 1, Community 2, OXAGON, TROJENA), managing stakeholder relations, service delivery, and operational coordination for large-scale giga-project residential operations.

Founded the Neom Official Community News Letter

- Led resident relations for 15,000+ individuals across multiple NEOM communities, overseeing conflict resolution, service delivery, and community standards compliance
- Coordinate cross-functional operations with property management, maintenance teams, and external service providers to ensure 24/7 service continuity
- **Founded and Lead "The SUNRISE" - Official Neom Company Incorporated biannual community news letter** reaching 1,000+ residents, enhancing communication and community cohesion
- Implement resident feedback mechanisms and quality assurance processes to drive continuous improvement in service delivery
- Manage compliance with community policies, accommodation guidelines, and operational standards across all sites
- Generate operational reports and insights for senior management on resident satisfaction trends and service performance
- Respond to problems and concerns, implements policy, rules, and regulations
- Leveraged digital service platforms, reporting systems, and data-driven insights to monitor performance, optimize service delivery, and support executive decision-making.

Rabigh Refining & Petrochemical Company (Petro Rabigh - Aramco Joint Venture)

Head of Tenant Services & Relations at Rabigh PlusTech Park (1)

Rabigh, Saudi Arabia

October 2020 – March 2024

Led day-to-day operational activities across multi-million SAR property assets for Aramco-affiliated technology park, ensuring service excellence, tenant satisfaction, and alignment with stringent quality standards.

- Directed operational planning for large-scale industrial park properties, maintaining 95%+ service level agreement compliance
- Established and managed vendor relationships with 15+ PlusTech Park Companies, ensuring adherence to pre-defined quality criteria
- Led department coordination across multiple business units including (Quality, Safety, Technology, Compliance) to ensure efficient operational workflow
- Ensured that all statutory compliance requirements are met through HSE & Risk Insight
- Implemented emergency response protocols and safety assurance measures across all park facilities
- Conducted regular inspections to ensure properties met/exceeded safety and service standards

Integral member of Petro Rabigh Community Management Team, responsible for fostering community cohesion among 5,000+ residents, creating engaging residential environment aligned with company vision, and ensured recreational facilities complied with Health and Safety Standards (HSS)

- Developed and implemented comprehensive community engagement strategies, significantly improving resident satisfaction and community engagement
- Led community recreation between 5,000+ residents and property management teams,
- Prepared and implemented community annual budget plans with clear engagement and service objectives for recreational events
- Led and coordinated corporate social responsibility initiatives (Jeddah-Rabigh Highway Cleanup, Beach Cleanup campaigns)
- Coordinated large-scale community events and recreational programs promoting resident interaction
- **Launched "PETRO NEWS"** - monthly community newsletter reaching 5,000+ employees and dependents
- Created "E-Update - Sports & Recreation" video series highlighting major community events and activities
- Led cross-departmental awareness campaigns (Safety at Home, GCC Traffic Week, Petro Rabigh Recycles)
- Utilized innovative technologies to enhance community engagement and communication effectiveness

Hilton Hotels & Resorts
Recreation Manager

Jeddah, Saudi Arabia
April 2006 – April 2008

Responsible for development, operation, and programming of Sports & Leisure Department for 5-star luxury hotel property Hilton and Qasr Al Sharq, ensuring highest service levels for members, visitors, and hotel guests. Led recruitment, training, and development for new Hilton hires.

- Developed and executed comprehensive training programs for department team members to maintain service standards
- Promoted and marketed Sports & Leisure Department, coordinating with stakeholders to develop successful cost-efficient activity programs
- Implemented all health & safety systems and procedures in compliance with Hilton regulatory requirements
- Led spa operations at sister property (Qasr Al Sharq, Waldorf Astoria Collection)
- Managed day-to-day spa operations and staffing, ensuring ambitious service standards

Alyarz Leisure Club
Director of Operations

Beirut, Lebanon
July 2004 – April 2006

- Oversaw all recreational operations for prestigious Middle East leisure facility including spa, pools, water sports, kids club, indoor/outdoor sports
- Developed and edited "IN TOUCH" quarterly newsletter
- Managed spa operations including training, staffing, recruitment, and market analysis
- Developed innovative sales strategies and membership revenue growth initiatives

Energia Fitness Club
Director of Operations

Beirut, Lebanon
November 2002 – July 2004

- Developed and implemented comprehensive Club Operational Manual covering all operational procedures
- Designed and executed advertising campaigns and marketing initiatives
- Recruited and trained staff to promote high levels of customer care
- Managed daily operations including staff supervision, member services, facility maintenance, and quality standards

Country Lodge Club & Resort
Director of Recreation and Sports

Beirut, Lebanon
June 1999 - October 2002

- Organized and updated all club activities, classes, and recreational programs
- Organized nationwide tournaments (Squash, Tennis, Aikido Seminars)
- Developed and edited "NEWSLODGE" quarterly newsletter
- Organized national conventions and professional certifications (Body Training System Convention)

EDUCATION

American University of Beirut
Bachelor of Arts (BA) in Public Administration

Beirut, Lebanon
1997

American Community School (A.C.S.)
American High School Degree

Beirut, Lebanon
1993