

# MUSAB ELAYYAN

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**SENIOR CUSTOMER EXPERIENCE & OPERATIONS PROFESSIONAL**

**Public Relations | Government Operations | Customer Experience & Service Coordination**

*Delivering structured customer operations, stakeholder coordination, and service excellence across government-facing and high-volume hospitality environments*

## PROFESSIONAL SUMMARY

Senior Customer Experience & Operations Professional with **10+ years of progressive experience** across diplomatic missions, hospitality operations, multinational environments, and high-volume customer-facing operations. Specialized in **customer experience management, public relations, workflow coordination, stakeholder communication, and operational service support** across both government and private sector environments.

Demonstrated ability to improve operational responsiveness, customer satisfaction, and workflow continuity through **structured communication, service coordination, queue management, and customer support optimization initiatives**. Experienced in handling high-pressure public-facing environments requiring **professional communication, confidentiality, operational discipline, and fast problem resolution**.

Successfully managed **80–150 daily visitors** within diplomatic operations while contributing to approximately **30% reduction in customer waiting time** and **20–25% reduction in customer complaints** through workflow coordination and customer experience enhancement initiatives. Additionally supported hospitality operations involving **250–400 daily customer orders**, maintaining operational continuity, service quality, and customer satisfaction during peak operational periods.

Recognized for combining **customer-focused communication, operational coordination, calm decision-making under pressure, and professional stakeholder interaction** to strengthen customer experience and support smooth operational execution across government-facing and hospitality environments.

## EXECUTIVE ACHIEVEMENTS

- Contributed to approximately **30% reduction in customer waiting time** through workflow coordination initiatives
- Helped reduce customer complaints by approximately **20–25%** through customer experience optimization
- Managed **80–150 daily visitors** across high-volume government-facing operations
- Supported hospitality operations involving approximately **250–400 daily customer orders** during peak operational periods
- Professionally handled **50+ escalated customer and operational situations** requiring rapid resolution and stakeholder communication

## CORE COMPETENCIES

Customer Experience Management  
Operations Coordination  
Public Relations & Stakeholder Communication  
Government-Facing Operations  
Workflow Optimization  
Complaint Resolution  
Hospitality Operations  
Service Excellence  
Front Office Operations  
Client Relationship Management (CRM)

Administrative Coordination  
Operational Reporting  
Queue Management  
Professional Communication  
Team Coordination  
Problem Solving & Decision Making  
Business Intelligence Fundamentals  
High-Pressure Operations

## PROFESSIONAL EXPERIENCE

### Embassy of the Kingdom of Saudi Arabia – Jordan

April 2016 – Present

#### Public Relations Representative

- Managed daily communication with visitors, officials, government entities, and external stakeholders while maintaining confidentiality and professional diplomatic communication standards.
- Handled approximately **80–150 daily visitors** across high-volume government-facing operations while ensuring responsiveness, operational continuity, and professional customer interaction.
- Contributed to reducing customer waiting time by approximately **30%** through workflow coordination, queue organization, and service process support initiatives.
- Helped reduce customer complaints by approximately **20–25%** through proactive customer communication, issue resolution, and service coordination.
- Supported coordination of official meetings, diplomatic activities, stakeholder communication, and operational follow-up activities.
- Professionally handled **50+ escalated customer and operational situations** requiring calm communication, responsiveness, and fast problem resolution.
- Coordinated customer-facing operations, documentation processes, workflow organization, and administrative support activities across daily operations.
- Contributed to maintaining a positive institutional image through professional service delivery, stakeholder interaction, and operational responsiveness.
- Supported onboarding and operational guidance for new team members within customer-facing environments.
- Maintained workflow continuity during high-pressure operational periods requiring multitasking, adaptability, and operational coordination.

### McDonald's – Saudi Arabia

October 2013 – November 2015

#### Operations & Store Manager

- Managed high-volume hospitality operations involving approximately **250–400 daily customer orders** within fast-paced customer service environments.
- Improved operational performance by approximately **20–30%** through workflow optimization, operational supervision, and team coordination initiatives.
- Contributed to approximately **15% increase in daily sales performance** through improved service execution and operational organization.
- Reduced customer complaints by approximately **30%** through customer experience enhancement and service quality improvement initiatives.
- Led, trained, and supervised operational staff to maintain workflow continuity, customer satisfaction, and operational service standards.
- Managed scheduling, shift coordination, operational reporting, and daily workflow execution across restaurant operations.
- Maintained compliance with company operational procedures, customer service standards, and workplace safety requirements.

- Supported customer engagement initiatives, upselling activities, and operational efficiency improvement efforts.
- Monitored service speed, workflow execution, and operational quality during high-volume operational periods.
- Contributed to maintaining operational continuity and service quality within demanding hospitality environments.

## **Hammoudeh Food Industries Co. – Jordan**

October 2012 – October 2013

### **Data Entry Officer**

- Performed accurate data entry activities while maintaining operational and administrative records across internal departments.
- Supported workflow continuity through structured documentation management and operational reporting activities.
- Assisted departments with reporting coordination, administrative documentation, and data processing support.
- Maintained data accuracy, consistency, and timely reporting across operational and administrative functions.
- Supported internal workflow organization and records management processes within operational environments.

## **EDUCATION**

### **Diploma in Management Information Systems & Executive Secretariat**

Al Quds College / Luminus Technical University College (LTUC) – Jordan  
2011

## **CERTIFICATIONS**

Training of Trainers (TOT) with Artificial Intelligence – Oxford Training College Britain (UK) | 2025

Certified Training of Trainers (TOT) – Oxford College

Business Intelligence (BI) Certificate – M3aarf Educational Platform | 2021

English Language Certificate – M3aarf Educational Platform | 2021

Shift Management Excellence Course – McDonald’s Training Department | 2014

Public Relations & Customer Service Training

Effective Communication Skills Training

Customer Relationship Management (CRM) Training

## **LANGUAGES**

Arabic – Native

English – Fluent

## **SYSTEMS & TOOLS**

CRM Fundamentals

Business Intelligence Fundamentals

Operational Reporting Tools

Documentation & Administrative Systems