JAMAL ZYAD AL SABBAGH

Project Manager

Riyad, Saudi Arabia

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A versatile, results focused and technically proficient manager with rich experience in the IT domain that entails project management, training and development, regional operations and quality management. Recognized as a strategic planner and problem solver, with the ability to lead and collaborate effectively with professional teams to meet business objectives. Educational qualifications include numerous technical certifications (Microsoft, Juniper etc.) And managerial courses. Seeking a senior managerial opportunity with a reputable organization to leverage experience and professional expertise and meet strategic business goals.

EXECUTIVE MANAGEMENT PROFILE: PROJECTS / OPERATIONS

EXECUTIVE SYNOPSIS

✧ Expertise in developing practical business strategies, leading large-scale projects and providing end-to-end project management deploying optimum organizational resources.

✧ Extensive experience in successfully delivering business and technology solutions, managing client expectations and providing excellent customer service.

✧ Adept at recognizing process deficiencies, mapping business requirements to execute improvement projects and carrying out post-implementation realignment of internal systems, processes and people.

✧ An inspired leader driving cross-functional teams to achieve project goals with particular focus on improving business processes and productivity and ensuring strategic business development.

CORE COMPETENCIES

√ Develop Comprehensive Project Plans	√ Team Leadership
√ Coordination and Execution	√ Meet Budgetary Objectives
√ Operations Management	√ Root-Cause Analysis
√ Training Programs	√ Strategic Planning
√ Perform Risk Management.	√ Conflict Resolution
√ Training Methodologies	√ Team Performance Management
√ Client Relations and Services	√ Coaching & Mentoring
√ Business Development	√ Time Management
√ Professional Networking	√ Interpersonal and Communication Skills
√ Statistics and reports developer.	√ Excellent Stress Management Abilities
√ Network Infrastructure Management	

PROFESSIONAL EXPERIENCE

Bayanat Sudair for Telcom and Information technology - Riyadh, Saudi Arabia   **June 2020 till present**
Project Manager

Highlights:

✧ Credited with successfully executing numerous projects meeting client expectations and garnering more business for the company.

✧ As a training and development expert, trained hundreds of professionals and enabled them to contribute to their respective organizations.

✧ Brought about significant improvements in the functioning of various departments within the company that led to increased efficiency and productivity.

Key Roles:

✧ Lead business development initiatives in the region for acquiring new projects from corporate customers, meet potential customers and explain the company's services to them.

✧ Understand customers' business requirements, define technical specifications and convey these to the project team for analysis and study.

✧ Develop the project plan, communicate this to team members, design schedules, assign responsibilities and tasks and manage projects.

✧ Monitor schedules and tasks as the project progresses, personally direct critical tasks, review outputs, and ensure planned targets are met.

✧ Acquire additional resources as needed during the course of the project (either internally or from external sources) to facilitate in-time project completion.

✧ Communicate with the clients frequently, apprise them of project status and clarify any issues raised by them; achieve project closure by providing project deliverables within budget and quality.

Interserve Learning & Employment International - Madinah, Saudi Arabia   **Sep 2017 till June 2020**
Teaching and Learning Coach – Computing

Highlights:

✧ Work with teaching staff and support a culture of openness and ambition for excellence in teaching, learning and assessment practice

✧ Undertake lesson observations (ungraded and graded) and the creation of aligned action plans

✧ Deploy a range of coaching methods, and to develop reflective practice in all teaching staff

✧ Lead the improvements in standards of teaching, learning and assessment improving   student experience and outcomes

✧ Identify staff members who are not progressing or not showing willingness to change

Key Roles:

✧ Work closely with the ILE senior management team to develop and deliver the strategic objectives of the CBC project with specific leadership responsibilities for teaching and learning

✧ Work collaboratively with other ILE coaches in the college to further the improvement agenda

✧ Able to affect change outcomes through influencing and gaining buy-in from incumbent staff members.

✧ Guide and facilitate:

    a. Be involved with, and take a lead where appropriate, on the development of Teaching, Learning and Assessment course content and material development.

    b. Planning and delivery of on-going, job embedded continuing professional development of the colleges Teaching staff, where teaching staff support each other's professional growth and focus on the colleges unique goals and needs.

    c. Lead training sessions on Teaching, Learning and Assessment

✧ Team and classroom collaboration which produces shared understandings and thoughtful development of reflective practice.

✧ Purposefully made instructional decisions (standards based instruction and assessment; differentiation; analysis of student work; effective feedback)

✧ Promote collaboration of teaching staff, to monitor effectively and adjust delivery so that equity is assured and so that all students meeting rigorous standards with a focus on planning, teaching, and achievement.

✧ Undertake job-embedded professional learning, such as mentoring, coaching, feedback, study groups, peer observation, and learning teams.

✧ Lead the development of new learning strategies and support the effective use of learning technologies.

✧ Evaluates the implementation and impact of professional learning on teacher practices, continuous improvement, and student learning.

✧ To work closely with other members of the team and provide regular updates and report on progress against agreed targets and actions

✧ Develop, promote and engage with all teaching staff in innovative methods of sharing good practice and the sharing of resources

✧ Ensure that documentation supporting teaching, learning and assessment (schemes of work, lesson plans, assessment plans) meet defined standards

✧ Ensure that the colleges approach to teaching, learning and assessment are aligned to the standards defined in SSS Institutional Review

- ✧ Play an active role in supporting the colleges quality assurance processes for teaching, learning and assessment

Canadian ITS - Riyadh, Saudi Arabia **Oct 2015 till Sep 2017**
Project Manager

Highlights:
- ✧ Credited with successfully executing numerous projects meeting client expectations and garnering more business for the company.
- ✧ As a training and development expert, trained hundreds of professionals and enabled them to contribute to their respective organizations.
- ✧ Brought about significant improvements in the functioning of various departments within the company that led to increased efficiency and productivity.

Key Roles:
- ✧ Lead business development initiatives in the region for acquiring new projects from corporate customers, meet potential customers and explain the company's services to them.
- ✧ Understand customers' business requirements, define technical specifications and convey these to the project team for analysis and study.
- ✧ Develop the project plan, communicate this to team members, design schedules, assign responsibilities and tasks and manage projects.
- ✧ Monitor schedules and tasks as the project progresses, personally direct critical tasks, review outputs, and ensure planned targets are met.
- ✧ Acquire additional resources as needed during the course of the project (either internally or from external sources) to facilitate in-time project completion.
- ✧ Communicate with the clients frequently, apprise them of project status and clarify any issues raised by them; achieve project closure by providing project deliverables within budget and quality.

Al Khaleej for Training and Education - Abha, Saudi Arabia **Nov 2013 till Oct 2015**
Area Operations Manager

Highlights:
- ✧ Identified business areas that were under-performing, carried out process improvements and trained teams to enhance skills, and improved business performance in terms of revenue and profitability.
- ✧ Directed several quality initiatives that improved quality of deliverables and facilitated high customer satisfaction scores and customer retention.
- ✧ Member of the Academic Committee (till Nov 2014) that took decisions on the various training courses offered.

Key Roles:
- ✧ Oversaw the daily business operations within the assigned area and work towards meeting business objectives by motivating and guiding a team of professionals.
- ✧ Identified business opportunities in the market, developed professional contacts, expanded business of the company and contributed to revenue growth.
- ✧ Assisted the top management in long term planning and implementation of strategic initiatives, improved business processes for achieving operational excellence.
- ✧ Visited various branches of the company, reviewed their performance, analyzed and tackled critical issues facing the branches and provided operational support as and when needed.
- ✧ Evaluated staffing requirements across branches, collaborated with the HR department for recruitment, interviewed and selected candidates.
- ✧ Directed and supervised projects across the project life-cycle, controlled project costs and delivered projects within budgets and as per time-frames.
- ✧ Imparted training to team members to enhance professional skills and improve job performance; designed and standardized training content.
- ✧ Held performance reviews for the team, identified areas of improvement, took decisions on promotions and hike in salaries based on performance criteria.

Al Khaleej for Training and Education - Abha, Saudi Arabia **Dec 2006 till Nov 2013**
New Horizons Operations Manager

Highlights:
- ✧ Improved overall service quality and performance that contributed to improving the company's revenues and acquired new customers.

◇ Selected as the Edexcel Internal Verifier based on technical expertise.

Key Roles:
◇ Carried out operations planning for the New Horizons branch, developed and controlled branch budget, and ran daily operations efficiently.
◇ Established standard procedures in the branch, ensued employees complied with company policy, and maintained adherence to business regulations.
◇ Oversaw performance of the departments within the branch, established departmental goals and assigned tasks and responsibilities to the staff.
◇ Responsible for hiring and retaining staff, ensured that staffing requirements were met to run operations smoothly.
◇ Directed projects, developed project schedules, assigned resources and monitored the progress; ensured that project deliverables were met.
◇ Handled and controlled project budgets, led and coordinated with project teams, handled client queries regarding projects satisfactorily, and maintained all project documentation.
◇ Organized and coordinated trainings, developed training modules as per requirements of participants; updated training content.
◇ Established performance metrics for team members, reviewed performance, conducted team training and encouraged a work culture of high performance.
◇ Managed vendors and suppliers, ensured the branch was stocked with adequate supplies, and negotiated and closed AMCs with service providers.

Al Khaleej for Training and Education - Abha, Saudi Arabia   **Jan 2002 till Nov 2006**
Computer Instructor

Highlights:
◇ Contributed to coursework design, ascertained topic-wise teaching methodology and recommended the performance evaluation system for different courses and levels.
◇ Defined the schedule for classes to ensure resources – computer labs and faculty members – remained occupied to an optimum level; assisted with other administration work as required from time to time.

Key Roles:
◇ Conducted allotted classes and practical sessions, interacted with candidates to determine the individual level of proficiency attained by students on completion of components of courses and held additional sessions for slow / passive learners.
◇ Prepared test papers, administered theory and practical exams and assessed answer sheets as per prescribed guidelines.
◇ Held interactive knowledge sharing sessions to facilitate the exchange of information and latest updates in the field of computer science among the students.
◇ Provided notes & handouts, suggested reading material to students and supervised the maintenance of computer labs.

EDUCATION

Bachelor of Computer Science (Jul 2001) Al-Ahgaff University.

PROFESSIONAL DEVELOPMENT

PMI (Project Management Institute)
◇ PMP (Project Management professional)

English Language Test:
◇ IELTS Academic band 6
◇ Key English Test (from Cambridge with Merit)

Microsoft Certifications
◇ MCP (MCP 2.0 Certified Professional)
◇ MCSA Windows - 2000, 2003 (Microsoft Certified System Administrator)
◇ MCSE Windows - 2000, 2003 (Microsoft Certified System Engineer)
◇ MCT (Microsoft Certified Trainer)
◇ MCTS (Windows Server 2008 Applications Infrastructure, Configuration)
◇ MCTS (Windows Server 2008 Active Directory, Configuration)
◇ MCTS (Windows Server 2008 Network Infrastructure, Configuration)

Juniper Certifications

- ER, Associate (JNCIA-ER)
- EX, Associate (JNCIA-EX)
- ER, Specialist (JNCIS-ER)
- Juniper Networks Certified Internet Associate (JNCIA-JUNOS)
- SEC, Specialist (JNCIS-SEC)

Comptia Certifications
- A+ Certified Professional (Computer Maintenance).
- N+ Certified Professional (Network Maintenance).
- Security+ (Networks Protecting).
- Server+

Coaching Certificate
- Train of Trainers ToT
- Managing as a Coach.
- Setting Expectations & Assessing Performance Issues
- Coaching Practices
- Coaching Conservations
- Designing and Implementing Your Coaching Strategy

Other Technical Certifications
- IC3 Certified Professional, ICDL (International Computer Driving License).
- Cambridge 2007, Office Application
- CCNA (Cisco Certified Network Associate)

Teaching Certificates
- Assessment in Higher Education Professional Development for Teachers
- Blended Learning: Personalizing Education for Students

Managerial Certification:
- CBP (Certified Business Professional): Sales, Customer Services, Leadership, Business Communication, Business Etiquettes
- Course in Occupational Safety

Master of project Academy:
- ITIL Foundation Certification Training
- Agile Scrum Certification Training
- Microsoft Project Training
- Lean Six Sigma Green Belt Certification Training

Trainings and Workshops
- Crestcom Bullet Proof Manager, Al Khaleej Training and Education

Memberships
- Member, Project Management Institute

PERSONAL DETAILS

- Citizenship: Syrian
- Date of Birth: 06/01/1977
- Language: Fluent in English and Arabic