

**Career Summary:**

I am seeking an opportunity to utilize my capabilities in professional IT Leadership/Management aiming to promote the company's services in line with the overall mission. I am looking for a challenging and promising future with a growing corporation in the field of IT. Furthermore, I intend to further improve and enhance the company's business with innovative ways in performing work assignments. I am a fast learner and can handle on-job stress. IT Leadership is my profession since 2012 with previous different IT roles.

**Personal Information:**

- Nationality: Saudi/American
- Location of Birth: Miami, Florida, USA
- Marital Status: Married
- English Level: **Fluent**
- Date of Birth: February 22<sup>nd</sup>, 1982

**Educational Background:****Bachelor in ITC (Information Technology & Computing) (2010)**

The Open University, United Kingdom

**Bachelor in ITC (Information Technology & Computing) (2004-2009)**

The Arab Open University, Bahrain

**Computer Engineering (2002-2004)**

King Fahd University of Petroleum and Minerals, Saudi Arabia (51 credit hours)

**Electrical Engineering (1999-2002)**

Jubail Industrial College, Saudi Arabia (28 credit hours)

**Professional Experience: (Total of 16 years and 1 month)**

July 2015 – October 2020

**Accenture Saudi Limited****Information Security & Technology Support Lead****(Leading Saudi Arabia, UAE, Qatar, Turkey, and Morocco)****Reports to:** Chief Information Officer, Technology Support & Information Security Lead (Middle East, Africa, Russia & Turkey)**Responsibilities:**

- Lead, supervise, and mentor a team of 11 IT engineers in 5 different countries in different years from 2015 to 2020.
- Create capital plans and manage IT budget (CAPEX/OPEX) for all countries
- Maintain SOC activities and Information Security processes (new hardware + replacements) based on the company standard catalog + manage planned POs and non-planned POs.
- Conduct quarter audit checks on Information Security (IS) and access rights on multiple systems.
- Track and manage multiple projects and activities including building of IT infrastructure in new offices in different countries.
- Conduct weekly and monthly meetings with team members to get updates on each project and task using Microsoft Teams (previously Skype for Business).

- Travel across company offices (Saudi Arabia, UAE, Turkey and South Africa) to check on overall IT services from the team to meet full customer satisfaction.
- Deliver IT Services as defined in SLA and recommend improvements to the IT systems and networks.
- Maintain inventory of all IT assets in all countries.
- Setting agreements with vendors and ISP carriers for office internet, mobile Phone agreements, IT hardware along with negotiating discounts.
- Onboarding process for new staff + conducting IT orientations for new staff.
- Manage IT vendors and suppliers + negotiations for pricing and discounts.

#### **Accomplishments during Role:**

- Updated company IT policies for new joiners onboarding process, Mobile phone eligibility & issuance, and monthly mobile expenses limits for all employees in the company depending on levels.
- Reduced the mobile expenses to 1.2 million SAR per year by negotiating deals with Mobily & STC for discounts for both mobile (GSM) and fixed services (landlines and office internet services)
- Planned training for my team of 11 members (internal & external training) for 5 years to improve team members.
- Donated all old assets to charity (111 laptops, 34 network devices, 64 IP phones, 49 mobile phones, 2 printers) in 2019.
- Used MS SharePoint to manage mobile phone assets and owners along with charge codes instead of Excel.
- Conducted training to all company staff about good tips and tricks to save mobile costs and have less expenses on company mobile usage.
- Built an IT Team & interviewed/hired 4 employees for my team + switched 1 employee from contractor to permanent based on my evaluations + promoted 3 IT employees.
- Worked with Finance & Procurement Team to finalize all expenses and tasks for closing one of the offices in Istanbul (Turkey) and sold all IT asset to a company to get cash back.
- Instructed all corporate functions team (IT, HR, Procurement, Mobility, Legal, & Workplace) to use MS Teams Channels to maintain status reports during COVID-19 pandemic.
- Finished migrating all Middle East laptops to Windows 10 before the rest of the geographic units in our portfolio + migrating all machines from Skype for Business to MS Teams.

February 2012 – June 2015

**AECOM Arabia Ltd. Co.**

**Country IT Manager, Saudi Arabia**

**Reports to:** Chief Corporate Officer (CCO), Saudi Arabia

#### **Responsibilities:**

- Managing an IT Team of 10 members in many areas in Saudi Arabia (Khobar, Riyadh, and Jeddah) and the overall IT service delivery.
- Responsible for all IT functions and IT client service for AECOM (Saudi Arabia Region). This includes the implementation of AECOM standard systems and technology strategies.
- Maintain and update inventory for all IT equipment in the company.
- Making feasibility study and provide results of study, suggestions and professional advice to project managers and directors for execution.
- Create time and budget estimates in addition to cost estimate study for the full lifecycle of the projects.
- IT Infrastructure Support and management for new project offices.
- Manage the delivery of all IT needs and services for company projects as defined contractually.

- Deliver solutions according to the defined service level KPI's.
- Recommend improvements to the IT system and network.
- Coordinate and monitor the IT procurement process and deal with vendors/suppliers.
- Interact with vendor support contacts to resolve technical problems with computing equipment and software.
- Promote company security initiatives and standards and establish VPN access for all remote users.
- Provides training on equipment to internal staff members.
- Coordinate with the Program Managers to understand the IT needs of the projects.
- Work with the suggested and approved plans by the project managers/directors.

### Projects handled:

Jeddah Stormwater Drainage Program - Jeddah	Ma'aden Housing Project – Jubail
King Abdullah Foundation Project (KAF) - Riyadh	King Khalid Medical City (KKMC) - Dammam
King Abdullah Financial District Project (KAFF) - Riyadh	King Abdulaziz Port, Second Terminal, Phase I – Dammam
King Khaled International Airport Project – Riyadh	Riyadh Metro Project – Riyadh
National Water Company Project (Riyadh + Alkharij)	Tatweer Building Company - Riyadh

December 2009 – February 2012

**JGC Gulf International Co. Ltd.**

### **IT Engineer**

**Report to:** Senior IT Manager

### **Responsibilities:**

- IT Lead Engineer for the following projects:

SADARA (RTIP) Aromatics Project	Petro Rabigh Phase II – Utility Offsite 3 (UO3)
KJO (Khafji Joint Operations) – HOUT Onshore Gas Facilities Project	MCSC (Mechanical Contracting & Services Company) – TATWEER Project - Bahrain
Banagas – CS9 Project – Bahrain	Petro Rabigh I Warranty Project
SASREF SCOT & SWS4 Project - Shell Clause Off Gas Treating (SCOT) & Sour Water Stripper (SWS4)	

- IT Team Leader for IT Helpdesk Database Group.
- Promoted from Jr. IT Engineer to IT Engineer within 8 months of being hired.
- Designing and maintaining inventory database created in MS Access to store inventory of hardware and software for 1000+ users using an MS Access Database.
- Manage the following project issues:
  - Project Man-Hours
  - Work Scheduling
  - Proposal Document
  - Document Review
  - Server/PC setup
  - Project IT Cost Estimations
  - Engineering Software Licenses
  - Project Systems used during project execution
  - User support and troubleshooting
  - Network connectivity and services (LAN, WAN)
- Conduct video conference meetings (Polycom) with higher management in head office in Japan to discuss all project issues.
- Plan, develop, implement, and maintain corporate IT Systems.
- Activity Assignments Engineering Office and Site Offices in remote areas.
- Conduct weekly meetings to report project updates and requirements.
- Administering, supporting, troubleshooting and maintaining of computer hardware and software with 10 offices and 1000+ employees.

September 2004 – November 2009

Contracted with Saudi Aramco

**Digital Document Designer**

Reports to: Group Lead

**Responsibilities:**

- Development in curriculum for the following projects:
  - Basic Operator Course
  - Northern Area GOSP
  - East/West Pipelines
  - Process Control System Technician
- Designing & creating handbooks & OOPOs (Outside Operator Program Orientation)
- Modifications of department website using Adobe Dreamweaver
- Network Setup, Troubleshooting, IT Management, & Connectivity supervision.
- Manage all IT work in the unit and provide assistance to all users.

**Skills:**

- Languages: English (**Fluent**) (Typing: 50 words per minute)  
Arabic (Native) (Typing: 45 words per minute)
- Teamwork
- IT Leadership
- Public speaking and training for staff
- Software: SAP, ServiceNow, Active Directory
- Expert in all MS Office applications (Word, Excel, PowerPoint, Outlook, SharePoint, Teams)
- Teach English to adults.
- IT Project Planning
- Cost Estimation
- Negotiations
- Budgeting
- Mentoring

**Training Courses:**

Azure Fundamentals: Cloud Computing	Information Security
CompTIA A+ Certification (220-701 & 220-702) by <a href="http://www.professormesser.com">www.professormesser.com</a> and <a href="http://www.comptia.org">www.comptia.org</a>	CompTIA Network+ Certification (N10-004) by <a href="http://www.professormesser.com">www.professormesser.com</a> and <a href="http://www.comptia.org">www.comptia.org</a>
Cybersecurity Culture & Knowledge Assessment	Protecting Yourself and Accenture: How to Spot and Avoid Corruption
Respecting the Confidential Information and Intellectual Property of Others	Service Request Management (SRM) in ServiceNow
Social Engineering Learning Series	Client Data Protection Basics
Data Privacy-What It Means and Why It Matter	Anticorruption: We all Play a part
Crisis Management Overview - Executive Summary	Catch a Phish
Think Twice before Sharing	Unconscious Bias – Mitigating it Together
Avoiding Insider Trading	How to Spot and Avoid Corruption
Code of Business Ethics	Social Media
Workplace Violence Response	Information in the Digital Age
Strategies for Inclusive Leadership	PMP Exam preparation training
GDPR Training on Phase 2 Requirements for Information Security Leads and Asset Stewards	Leading Truly Human Teams
What to Do When Traveling Internationally	Visa and Immigration Compliance
Introduction to Procurement Process and Guideline	The Weakest Link
Competing Fairly: Avoiding Unfair Competition	

### **Honors and Rewards:**

- 2017: **Recognition for Delivering Outcomes** from **Workplace Service Development Associate Manager** for being pivotal in the process to understand the complex phone requirements of the shared executive support team in the Middle East, which was finally delivered with excellent results.
- 2016: **Recognition for Delivering Outcomes** from **Managing Director** from Accenture for continuous attention to “Getting to Green” matters & contribution to Information Security.
- 2015: **Letter of Appreciation** from **CEO/President** of AECOM Arabia for the great efforts.
- 2011: **Certificate of Commendation** from **JGC Gulf International Co. Ltd.** for an excellent professional attitude and a great asset to the organization.
- 2009: **Letter of Appreciation** from **Saudi Aramco Group Leader** for a significant experience and excellent attitude.
- 2009: **Thanks Letter** from **Arab Open University – IT Department Head** for professional contribution to IT Project Exhibition.
- 2000: **First Award** in Public **English Speaking Contest** at Jubail Industrial College (JIC).

### **References:**

- Christie Olivier (**Chief Information Officer, Technology Support & Information Security Lead (Middle East, Africa, Russia & Turkey)**  
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