

Alaa Alnazer

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PROFESSIONAL SUMMARY

- More than 20 years of experience in the Information Technology industry. I have in-depth experience in all stages of systems from gathering business and stakeholders requirements, document and design solutions, presentations, and user acceptance followed by system implementation to achieve the business strategy.
- Extensive experience in requirements gathering, Analysis and understanding of as-is and to-be business processes, documentation and design.
- Strong analytical and problem-solving skills coupled with excellent communication and interpersonal skills.
- Plan, organize, direct and evaluate the operations of IT.
- Develop and implement policies and procedures for computer systems operations.
- Meet with top management to discuss system requirements, specifications, costs and timelines.
- Hire and manage IT personnel and contractors to design, develop, implement, operate and administer computer software, networks and information systems.
- Ensure acceptable IT Security Measures are in place.
- Responsible for developing IT Strategies for the company.
- Responsible for the development and monitoring of the IT Budget.
- Having experience in Digital transformation.
- Certified PMP and ITIL.
- ERP and CRM Implementation.
- Searching for a challenge where I can utilize my experience managing, supporting and consulting information technology in a large environment with good opportunities for growth and professional satisfaction.

EXPERIENCE

Samara Land Transportation Services co. (Sixt Saudi Arabia)

July 2016 – Present

IT Manager

Samara is one of the leading Transportation providers in Saudi Arabia. Samara is a subsidiary of Al Turki Holding and the exclusive transporter of Aramco.

Samara IT Department:

IT department at SAMARA is controlling and managing all IT solutions (software, hardware and network) related to company business. Samara IT department consists of IT manager is reporting to the Managing Director and six employees are reporting to the IT manager.

Achievements:

- Pre-implementation tasks (business analysis)
 - Understanding company problems, goals and strategy.

- Gathering business and stakeholders requirements.
- Analysing needs and solution
- Design and document solution
- Implementation of Enterprise Resource Planning system (Oracle EBS and Trans EBS).
 - Implement Oracle E-Business Suite contains the following modules:
 - General Ledger.
 - Account receivable.
 - Account Payable.
 - Procurements
 - Human Resource.
 - Self-service.
 - Implement Oracle Trans E-Business Suite contains the following modules:
 - Car Rental.
 - Limousine services.
 - Leasing services.
 - Workshop and inventory control.
 - Used Car Sale.
- Implementation of Samara Mobile Application (SamaraRidde).
 - Samara rider mobile application for Apple and Android.
 - Samara driver mobile application.
 - Samara Dispatching portal.
- Implement and manage CarSpa Mobile Application (CarSpa).
 - CarSpa mobile application for Apple and Android.
 - Carspa operator mobile application.
 - CarSpa Admin portal.
- Implementation of Samara Call Center.
- Implementation of Customer Relation Management system (Microsoft CRM).
- Implement and manage Samara ChatBot.

Arabia Insurance Cooperative Company (AICC)

February 2009 – July 2016

IT Operations Manager

AICC is one of the largest insurance companies in Saudi Arabia. AICC provides all kinds of insurance (general, medical and life).

AICC IT Department:

IT department at AICC is controlling and managing all IT solutions (software, hardware and network) related to company business. IT department consists of IT Operations Manager is reporting to the IT Director and four employees are reporting to the IT operations manager.

Achievements:

- Pre-implementation tasks (business analysis)
 - Understanding company problems, goals and strategy.
 - Gathering business and stakeholders requirements.
 - Analysing needs and solution
 - Design and document solution

- Implementation of Human Resource system contains the following modules
 - Mena HR.
 - Mena Pay.
 - Mena Me.
 - Integrate time attendant devices with the HR system.
- Implementation of the Archiving system.
 - The system called Imagelinks based on SQL to archive all documents at the company.
 - Implement the archiving to all departments at the company.
 - Integrate with core systems with a barcoding solution to all policies.
- Implement and support Enterprise Resource Planning System (ERP system) called PREMIA for general insurance using Oracle DB version 10g.
 - Implement Premia system to the General Insurance department (Motor and Non-Motor) integrated with the finance module.
- Implement and support AIMS system for the medical department using Oracle DB version 10g.
 - Implement AIMS for the Medical department
 - Integrate AIMS and PREMIA financial system.
 - Integrate AIMS with government regulators.
- Implement and support AIRAS system for the life department using Oracle DB version 10g.
 - Implement Airas for Life department.
- Implement and support the TriCast system on SAS DB.
 - Statistical solution for insurance business integrated with PREMIA and AIMS.
- Establish Infrastructure for the company (Network, Data Center and Connection between the branches).
- Manage troubleshooting and solving problems for the main Data Center.
- Establish and manage the Disaster Recovery site.
- Manage troubleshooting and solving problems for End users (software, hardware and network).
- Coordinate with government regulators (SAMA, NAJM and CCHI) with issues related to IT.
- Coordinate with vendors and suppliers in issues related to IT (software, hardware and network).
- Consult and develop ideas that bring IT services to a higher level.
- Cover any gaps that might face the IT Dept.

Olayan Group of Companies

April 2000 – January 2009

Consultant System Analyst

Olayan Group is one of the largest trading groups in Saudi Arabia. In the line of Manufacturing / Services / Construction / Food supply.

- Government Relations System at KSA (I did analysis, develop and implementation).
- Develop & Analysis Using RDBMS PROGRESS ver 8.3.
- Implement and support Enterprise Resource Planning system (ERP System) using MFG/PRO ver 8.6c to most of Olayan companies.
- Implement and support Enterprise Resource Planning system (ERP System) using BAAN (INFOR) to some of Olayan companies
- Implement and support a Business Intelligent system called Cognos.
- Implement and support the Automotive system using SQL Data Base.

Saad Information Technology (SIT)

March 1997 – April 2000

Technical Support

SIT specializes in high technology information processing, undertaking distribution of high technology products, providing turnkey solutions, computer programming, training, general sales and support.

- UNIX System Administrator.
- MS-Access Programmer.
- PC hardware assembly, maintenance of PCs equipped multi-media and other accessories.
- Training, I have conducted the following courses:
 1. Introduction to computer & DOS operating system
 2. Microsoft Windows.
 3. Microsoft Office.

Computer Applications & Technical Services (CATS)

August 1994 – March 1997

Programmer

CATS is a software company in Jordan.

- Programmer using CA-Ingres
 1. Spare Parts System
 2. Raw Material System
 3. Sales System
 4. Finished Products System
 5. Accounting System
 6. VISA Project for Cairo Amman Bank in Jordan
 7. VISA Project for ANZ Grindlays Bank in Jordan
- Programmer, using FoxPro 2.5
 1. Saving Accounts Prizes Draw System

SKILLS

- **Project Management.**
 1. Certified PMP.
- **IT Service Management.**
 1. Certified ITIL Foundation.
- **Business analysis.**
 1. Communications skills.
 2. Problem-solving.
 3. Requirements gathering.
 4. Business processes design and documentation.
- **Operating System**
 1. SCO-UNIX 3.2V4.x
 2. MS WINDOWS SERVER NT 4.0, 2003, 2008
 3. MS-WINDOWS 95,98,XP,7,8,10
 4. VAX-VMS 5.5
- **RDBMS**
 1. SQL
 2. Oracle 10g
 3. Oracle 7 / Developer 2000
 4. PROGRES Ver 8.3

5. CA-Ingress

- **Microsoft Applications:** MS Exchange 2003,2010, Office365
- **Programming Languages**
 1. Fourth Generation Language (4GL), SQL Based.
 2. Third Generation Language (3GL), like PASCAL, ANSI C, BASIC, FORTRAN, COBOL
- **Professional Membership:** Member of Jordanian Computer Society.

PERSONAL INFORMATION

- **DOB:** 25/12/1971
- **Nationality:** Jordanian
- **Marital Status:** Married
- **Languages:** Arabic, English

EDUCATION

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| • Mu'tah University | Bachelor of Computer Science | 1994 |
| • Al-Hussein College | Secondary School Certificate | 1990 |