

# Mohammed Al-Yahya

IT Manager, CTO, CIO

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Highly skilled IT Specialist with several years experience working as CTO/CIO, IT Manager, Change Manager, Business Continuity Manager and IT Projects Manager with notable success in directing a broad range of corporate IT initiatives, while participating in planning and implementing solutions in direct support of IT and Business objectives:

- Participate as part of the Corporate Management Team in setting Company strategic direction (vision, mission, and strategic objectives).
- Demonstrated capacity management to implement the design and development, and the documentation of work area business functions as well as the business continuity plans.
- Demonstrated ability to coordinate business continuity plan exercises, as well as the coordination with the testing of contingency plans, and business resumption procedures across all functional areas of the Company.
- Change management experience with the ability to design, build whilst delivering and administering end to end processes.
- Optimized Incident, Problem, Change Management, Configuration, Service Level, Capacity and Availability Management based on the ITIL framework.
- Initialisation of projects for Configuration Management Database (CMDB).
- Supported and advised the Board and Corporate Security on various initiatives.
- Developed Crisis Management Team, and implemented Disaster Recovery testing and training processes and controls.demeanor.

Effective Chief Technology Officer offering excellent skills in business continuity planning and analytics. Over 5 years in executive leadership of information technology support operations within Al-Akaria. Executive team member dedicated to providing advanced system support, infrastructure and tools to corporate structure. Astute professional highly skilled in leading effective software development teams. Talented individual offering fluency in 2 languages and background working in global development environment. Six Sigma certified and committed leader of Agile methodologies. Effective Chief Technology Officer offering excellent skills in business continuity planning and analytics. Over 4 years in executive leadership of information technology support operations within Riyadh Bank. Executive team member dedicated to

providing advanced system support, infrastructure and tools to corporate structure.



## Skills

- Strong oral and written communication. Ability to communicate clearly and effectively with senior leaders and external partners Strong relationship management skills ●●●●●
- Willingness and ability to work co-operatively and supportively with colleagues, developing positive open working relationships ●●●●●
- Excellent written and verbal communication skills ●●●●●
- Business Intelligence, IOT, Big Data ●●●●●
- Oracle & SAP ●●●●●
- Ms Office (Word, Excel, Access, Project, Outlook, Front Page, Visio and PowerPoint), ●●●●●
- Strategic Planning ●●●●●
- Data Analysis ●●●●●
- Reporting Capabilities ●●●●●
- Corporate Strategy Development ●●●●●
- Operations Management ●●●●●
- System Design And Implementation ●●●●●
- Project Management ●●●●●
- IT Management And Delivery ●●●●●



## Work History

### ● Chief Technology Officer

*Saudi Real Estate Company, Saudi Arabia, Riyadh*

- Entrusted with responsibility for managing end-to-end infrastructure and operations for of organization, entailing critical production systems, data management, e-mail management, network services, internet services, help desk management, virus protection, security, license management, domain setup, data backup and restore, asset management, procurement of computers and other office equipment.

2015-03 - Current

- MANAGE team with IT services, applications and infrastructure, design & implementation new service to increase revenue and client based.
- Establish and manage partnership and relationships that help grow business plan, direct, and coordinate all IT telecom activity.
- Manage & responsible design implementation of IP network.
- In 2017 set and managed strategic digital transformation plans for new structure of Al Akaria as holding company and for its four subsidiaries.
- Establishing unified business application by implementing SAP for Al Akaria and its vary subsidiaries and expand provided technical services to cover new joint venture sites across kingdom focusing on balanced value added and governed and secured operations.

### ● **IT Projects Manager & Acting IT Manager**

#### *Solidarity Saudi Takaful Company*

- Creates and executes project work plans and revises as appropriate to meet changing needs and requirements.
- Managed transversal projects and quality assurance projects aimed at achieving maximum efficiency of tools utilization throughout IT Services and Operations.
- Gathered requirements from IT Services representatives for new solutions and tools evolutions.
- Proposed and managed evolutions projects in line with IT Services requirements and Business Services corporate standards, procedures, processes and convergence plans.
- Defined, evaluated, integrated and validated new tools, releases, products and solutions.
- Defined quality indicators for services and solutions.
- Acted as a functional and technical IT expert.
- Represented IT Services in corporate committees and transversal groups.
- Managed and reported on IT Services assigned tools and projects in coordination with IT Services representatives.
- Ensured level 3 support of existing IT Services tools, products and solutions.
- Responsible for defining business recovery strategy and performing Business Impact Assessments for whole organisation.
- Responsible for testing Disaster Recovery systems and ensuring they are fit for purpose.
- Involved in all projects and ensured that all systems implemented had continuity solutions in place.
- Performing education and awareness training to all staff within organisation.

2011-01 - 2013-03

- Working closely with all business unit owners ensuring that they performed all BCM tests on monthly/quarterly and yearly basis.
- Performing Risk Control Assessments for various departments.
- Building and maintaining comprehensive business continuity and recovery plan to company.
- Acted as primary owner of reporting solutions for Service Assurance Systems and Tools team.
- Activities entailed under this role included:
  - o Gathering requirements, analysis and design of new reporting functionalities.
- Implementation of designed solutions.
- Management of reporting platform and deployment of new solutions.
- Ensuring regular provision of various KPI reports to target users within IT Department.
- Proposing, designing and implementing pilot solutions for new evolutions of reporting platform.
- Meet IT operations financial objectives by forecasting requirements; preparing annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.

### ● **IT Manager**

*Buruj Cooperative Insurance Co, Riyadh, Riyadh*

- Closely collaborated with project members to identify and quickly address problems.
- Adjusted project plans to account for dynamic targets, staffing changes and operational specifications.
- Conferred with executives to advise and plan for short-term and long-term IT system upgrade needs.
- Coordinated ongoing technical training and personal development classes for staff members.
- Demonstrated familiarity with latest hardware, software and networking technology, as well as industry trends.
- Led technology selection and rollout, focusing on organizational planning, provider contracts and supplier service-level agreements.
- Analyzed architecture design, scoping, implementation, testing and deployment needs to define project requirements.

2009-04 - 2011-01

### ● **Business Continuity Manager**

*Riyad Bank, Saudi Arabia, Riyadh*

- Manages and develops upgrades to company's telephone system at regional level.
- Oversees all telephone changes, including routing for seating assignments.
- Oversees administration and maintenance of tracking software.

- Interacts with internal clients on all levels to help resolve IT-related issues and provides answers in timely manner.
- Develop appropriate computerized information systems to meet needs of managers and staff.
- Direct and control staff of department to ensure that are appropriately motivated and trained and that carry out their responsibilities to required standard.
- Establish and maintain all necessary information technology procedures and ensure that all systems are supported by necessary documentation and manuals.
- Help to define IT training needs and provide training as required to ensure most effective use of computer systems.
- Identify areas in which introduction of new technology will improve business performance and assist managers with implementation of any new systems.
- Develop program of maintenance and support for all IT systems to ensure minimum of downtime and fast resolution of any problems.
- Provide source of advice to managers and staff on information technology issues.
- Maintain awareness of new developments in information technology and ensure that company makes best use of any such developments.
- Development and management of office IT budget including provision and maintenance of hardware, internet connectivity, phones, and services such as user training and support.
- Equipment and software purchases, inventories and audits.
- Building and maintaining effective senior stakeholder relationships utilising collaborative working approach and strong stakeholder engagement skills.
- Development and management of relationships with subcontractors, vendors, and other providers, The role is capturing all Business Continuity/Disaster Recovery requirements by developing BC/DR critical assessment, planning and developing strategic and testing exercises of Business Continuity.
- Key Contributions:.
- Formulation of policy, standards and procedures.
- Management of Riyadh Bank's Business Recovery sites.
- Supporting Business Units and all locations in development, maintenance, and testing of plans.
- Consolidation of all departmental plans into coherent business continuity plan for each location and for Riyadh Bank.
- Monitoring performance of processes.
- Ensuring BCM capability shows year-on-year improvement by setting

benchmarks and defining metrics.

- Implementation of scenario based desktop training for Business Continuity Planning at departmental level.
- Knowledge and ability to apply Risk Management techniques to security policy enforcement and Compliance.
- Experience of Banking Operations and related problems.
- Experience in hands-on security operations, including reviewing logs, and alerts to identify and escalate genuine security incidents and risks.
- Migration of Applications to a new Platform and to DR solution.
- Successfully managed project and minimized downtime required for cutoff to reduced hours.
- Assist Business Units with:
  - Assessment of potential business impacts.
  - Definition of critical, time sensitive functions.
  - Coordinate Business Continuity plan exercise.
  - Plan and coordinate testing of contingency plans, business resumption procedures across all functional areas of Bank.
  - Contributed to IT Risk Assessment exercise.
  - Recommend recovery strategies and options, and assist with implementation of recovery solutions.
  - Prepare, test, and exercise evacuation procedures for Information Technology Group & Central Operations Group.
  - Develop BC Awareness Program Bank wide.
  - Maintain contact with outside organizations participating in BC/DR agreements.
  - Manage activities related to Process Management System/ISO for Systems Department in RB.
  - Involved in ITG Process reengineering.
  - Crisis Management Team testing and training.
  - Revamped plans to enhance company's capability of maintaining and recovering critical business functions.
  - Devised and deployed training tools and business structures to help department leaders and liaisons develop and improve business continuity plans.

1998-10 - 2009-04

## ● **Change Management Manager**

*Riyad Bank, Saudi Arabia, Riyadh*

- As part of My role managing CR processes, I ensured that documented policy, process and procedures are followed in effective and efficient manner.
- I also worked with project managers to ensure that their projects are planned effectively and efficiently in accordance with established guidelines, standards, best practices, and framework to working

under ITIL's IT Service Support Module of to ensure ITG Services to be highly available.

- Key Contributions:.
- Optimized Incident, Problem, Change Management, Configuration, Service Level, Capacity and Availability Management based on ITIL (v1.0) framework.
- Starting up project for Configuration Management Database (CMDB).
- Operator / Administrator for Remedy Change Management / Help Desk System to ensure that standardized methods and procedures are used efficiently and for effective handling of all changes to controlled IT infrastructure.
- Minimize number and impact of any related incidents upon Service.
- Responsible for managing change process involving:.
- Hardware.
- Communications equipment and software.
- System software.
- Created well structured documentation and procedures related to running, support, and maintenance of live systems.
- Chairing CAB and CAB/Emergency Committee.
- Reviewing and closing of Requests for Change.
- Management reporting and providing management information.
- Leading and Participation of Software Configuration and Change control Board Meetings on biweekly basis.
- Identify, Control, report and audit changes to software configuration baselines.
- Work knowledge of Software Development Life-cycle and Developer tools.
- Provides documentation for tracking and auditing purposes.
- Support Remedy 5.6 users to create remedy tickets and generate crystal reports when requested.
- Demonstrated Project Management skills of Remedy to upgrade to version 7.0 and enhance CM process to be in compliance with ITIL Best practices.
- Worked as Project Manager to enhance configuration management process: upgrade Rational Configuration tools "Clear Case and Clear Quest" and build CMDB "configuration management Data Base.



## Education

• **Bachelor of Science: Computer Systems Programmer/analysts**



## Affiliations

- BSc Computer (Information System), 1998 King Faisal University- Al Hassa
- AR System 4.x Administrating Course - Remedy Training Center - England
- Software Configuration Management - Learning Tree International-England
- ITIL v1 Foundation for Service Management - ITILheads -Dubai
- Mastering Change Management - INTECH - Riyadh
- Quality control - ATM - Riyadh
- Six Sigma - ATM- Riyadh
- Building Professional Skills - Dale Carnegie - Riyadh
- Oracle Database 10g Administration Hands-On - Learning Tree International - Riyadh
- Project Management Professional (PMP) - The Knowledge Academy- USA - Houston (Texas)



## Languages

- English
- Arabic

