




# Razan Al Ibrahim

MBA & MIS

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 Saudi Arabia, jubail Industrial city

## LINKS

### Linkdin:

<http://https://www.linkedin.com/in/razan-al-ibrahim-050a1648/>

## SKILLS

Creativity

Problem-Solving Capabilities

Adaptability

Project Management

Collaboration

SAP

Critical Thinking

Machine learning

Oracle Application Software

Data analysis

## LANGUAGES

## ABOUT ME

A Saudi graduate holding MBA degree with 9.5 years of experience in different well-known international companies. An adaptable and transformational leader with an ability to work independently, and developing opportunities that further establish organizational goals. Always looking to learn new skills, and grow professionally. My dedication and passion have been recognized with awards, praise, and extra responsibilities.

## WORK EXPERIENCE

### Operation Supports Manager

International Technical College / Dammam / Jan 2017 - Jul 2020

- Ensured the annual operational plans are contributed along with the senior executive team in a longer-term to maintain the strategic plan.
- Outperformed the marketing events, branding, and enhanced reputation within the community.
- Scheduled over 2200 students and faculty staff with zero clash, and ensured the timetables are accurate by using the UNTIS and CELCAT system.
- Contributed to the day to day college operation to control a safe environment, and advised contracts for catering, venders, cleaners, and security.

### CSR for Sales & Aftermarket team

Cameron / Khobar / Jan 2015 - Sep 2015

- Improved the Sales & Aftermarket surface products, and generated a monthly sales report.
- Centralized the quoting, pre-ordering, and contracts by using the SAP system.
- Partnered in 6 sigmas green belt project.

### Team Leader of Quality Command Centre

Gulf International Bank / Bahrain and Saudi / May 2013 - Jan 2015

- Selected out of 20 test Analysts to lead the ( UAT-User Accepting Testing ) cycles by using HP Quality Centre for raising defects and incidents.
- Pioneered in launching Meem Bank- the first retail project for the bank.
- Managed the Quality Command Centre with operational tasks to monitor the quality of customer calls and social media interaction.
- Trained 32 agents in Contact Centre to use CRM and produced sessions to them.

### Contract Order Administrator

Flowserve / Dammam 2nd Industrial City / Mar 2011 - May 2013

Arabic

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English

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- Incorporated in 4 main ( EPC - Engineering, Procurement, and construction ) Projects which capitalized more than 10M \$, and achieved 95% of customer service satisfaction and 93% of on-time delivery.
- Incorporated in 700 orders and contracts by using Oracle Application software.
- Oversaw with supply chain procedures and interacted with vendors, clients and internal teams, and certified as Internal auditor of ISO 9001.
- Coordinated the tracking shipments, overseeing inventory audits, and maintaining reports of purchases and pricing.

### **Summer Trainee**

Saudi Aramco / Dhahran / Jun 2007 - Aug 2007

- Awarded with an ( Appreciation Certificate ) from the Technical Development and Training Group in Project Support & Controls Department.
- Selected again to join the team in Summer 2008 and work with them.
- Engaged actively in community services.

### **Summer Trainee**

Saudi Aramco / Dhahran / Jun 2006 - Aug 2006

- Selected with high achiever students only out of thousands of applicants in the Summer Training Program for College Students Sponsored by ( Saudi Aramco ).
- Conducted meetings with supervisors with the intent of resolving customer concerns.

## **EDUCATION**

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### **MBA**

Saudi Electronic University / Dammam / 2019

- Graduated from Administration & Finance College with a Master of Business Administration (MBA) as 2nd honor student with an accumulative GPA of 3.41 on a 4.00 scale.
- Courses studied at the college included: Strategy Planning, Operation Management, Managerial Accounting & Global Economics.

### **Bachelor**

King Faisal University / Dammam / 2009

- Graduated from Management Sciences & Planning College with a bachelor degree in Management and Information System (MIS) as 2nd honor student with an accumulative GPA of 4.7 on a 5.00 scale.
- Courses studied at the college included: Analysis, Programming, Management & Accounting.