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| Personal Information | Marital status: Married  Nationality: Saudi Age: 42 years |
| Objective | Continuing my career in academic, professional and strategic positions. |
| Education | PhD degrees in Computer Information Systems  **PhD research was in Customer Relationships Management (CRM) area. Thesis topic was “Developing an Integrated Model to Support Effective Customer Relationships Management Implementation within the Private Sector of the Kingdom of Saudi Arabia”**  MS degree in Computer Information Systems  GPA 4.5 out of 5.0 Computer & Information Science/Information Systems King Saud University  My research project was in Electronic Business (EB) “Measuring Readiness levels for Adoption EB, E-Government Application in public and private sector in Saudi Arabia”.  BS degree in Computer Information Systems  Computer & Information Science/Information Systems King Saud University |
| Professional experience | 2014 – Present Assistant Professor King Saud University  2013 – 2014  Home Performance and Results Director  Saudi Telecom Company, Riyadh, KSA  Ahmed leads the performance and results department for Home sector at STC which helps the company to have very competitive advantages among other operators and this has positive impact on STC revenue, market share and value. Ahmed’s responsibilities included mentoring and ensuring the KBIs and targets for all business units including market campaigns are met. In addition, Ahmed participates in sales and marketing plans with objective to be aligned with corporate strategy plan. Ahmed Participates in developing STC corporate dashboard  Nov 2003 - Sep 2008 Saudi Telecom Company, Riyadh, KSA  **Customer Relationship Management (CRM) Systems Director**  Ahmed has leaded five successful corporate strategic projects for four different sectors (Personnel, Home, Enterprise and Wholesale) at STC which helps the company to have very competitive advantages among other operators and this has positive impact on STC revenue, market share and value. Ahmed’s responsibilities included ensuring a common approach to all business units, while respecting their individual business requirements, and subsequently transforming this to a set of coherent CRM and UCM functionalities. Ahmed furthermore had overall responsibility to define strategies behind CRM, UCM and a customer centric focus, and provide a link between business users and technical personnel.  **Dashboard Project**  Ahmed has involved in STCdashboardproject maintaining different data sources and DBs with ultimate aim to provide very competitive corporate dashboard and produce business intelligent reports.  **ERP Project**  Ahmed has involved in STC ERP projects which includes HR, Finance, Supply Chain and procurement and contract.    STC abroad Investment Indonesia, Kuwait and Bahrain  Ahmed has participated in acquisition and implementation projects. Ahmed's responsibilities to evaluate and assess STC proposal for worldwide engagement and acquisition. Moreover Ahmed's participate partially in implementation stage.  **Conferences, Seminars and Journals:**  Ahmed has written many articles about CRM, ERP, EB and UCM and presents some of them in different conferences and seminars. Ahmed is a member of MDM institutes.  Sep 1997 – Nov 2003 British Aerospace Company . Riyadh, KSA  Information Technology Section Manager  As project Leader, Ahmed had the following responsibilities:  **ERP Projects**  Ahmed was involved in a large and complex ERP project for the Royal Saudi Air Force, worked with a team of 8 professional analysts. The project was called as EMDAD which consisted of maintenance, supply, contract, transportation, and other supporting functions. Ahmed was responsible for gathering user requirements by visiting and conducting interviews with clients from various sites across the kingdom covering more than 500 users and mangers. Ahmed modeled these requirements using Oracle Designer/2000 and documented all requirements in detail applying Oracle Custom Development Method (CDM).  Developed a system for customers in Air Bases using Oracle database. Gathered requirements to build an online system for maintenance and supply for the aircraft. This was a web based system and was built using Oracle Developer/2000 and P/L SQL Tools. The report Builder and web application Server published reports via the internet and intranet. As information technology section manager, Ahmed coordinated the project team and used the development tools very effectively.  In addition, Ahmed was involved in Vendor management and product selection for which he worked with a high level team from British Aerospace and external consultants to review the EMDAD requirement and developed the system specifications and the criteria to select the best Commercial-on-the-Shelf (COTS) available in the market.  **British Aerospace Management Maintenance Aircraft (BAEMMA)**  Ahmed joined the Logistic System Computer Group (LSC Group) based in UK and worked primarily on Oracle as Database, Oracle Designer and Developer as front-end. The system was for Engine Tracking System for TORNADO Aircraft.  **GIS (Geographic Information System)**  Ahmed worked with Zuhair Fayz Partner Company to develop GIS to Royal Saudi Air Force (RSAF). Technology used was Oracle as Data base and C++ as front-end and Windows-NT as Platform.  1995 – 1997 Saline Water Conversion Corporation(SWCC) Riyadh, KSA  Senior Programmer  Ahmed joined a team of programmers to Develop Research Development Information System (RDIS) based on Oracle as Database and Oracle Designer and Developer as front-end  Ahmed developed the Inventory Control System (ICS) based on MSACCESS as Database and Windows/95 as Platform |