

EDUCATION:

Master of Science in Information Technology Management	December 2014
St. Ambrose University, Davenport, IA (G.P.A 3.47/4.0)	
Bachelor of Science in Management Information Systems	December 2010
University of Hail, Hail, Saudi Arabia (G.P.A 3.38/4.0)	

PROFESSIONAL PROFILE:

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- IT professional with strong knowledge and experience in the areas of Information Technology industry.
 - Excellent experience in System and network management.
 - Solid understanding of Project Planning, Project Design, Business Modeling, Requirements Gathering, Design, Development, data flow diagrams, Testing and Support.
 - Strong understanding of various SDLC methodologies such as RUP, UML, RAD, JAD, Waterfall and Agile
 - Possess excellent analytical, organizational, interpersonal and communication skills.
 - Professional expertise in MS (Office, Excel, Access, Visio, PowerPoint, Outlook, Project and SharePoint)
 - Highly motivated worthy team player capable enough to work and lead within a team environment besides being capable of working independently.
 - Ability to successfully manage multiple deadlines and multiple projects effectively through a combination of business and technical skills.
 - Solid experience in customer service and help desk support.
 - Strong understanding of Computer Installation, Configuration, Hardware/Software Repair, Software Application and Troubleshooting.

TECHNICAL SKILLS:

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- **Project Methodologies:** RUP, UML, JAD, RAD, Waterfall and Agile.
 - **Business Applications/Tools:** MS (Office, Excel, Access, Visio, PowerPoint, Outlook, Project and SharePoint)
 - **Operating System:** Windows XP, Vista, MAC OS, UNIX/Linux.
 - **RDBMS/Languages:** Oracle, SQL Server, Java, HTML and SQL

PROFESSIONAL EXPERIENCE:

King Saud University, Riyadh, Saudi Arabia	March 2017 – Present
College of Business- Department of Management Information System	
<i>Teaching Assistant</i>	

Alalmiah Group, Riyadh, Saudi Arabia	March 2016 – March 2017
Business Development Manager	

Responsibilities:

- Prepared, maintained and executed business development plans aligned with business strategic objectives.
- Maintained an in-depth understanding of the customer and competitive environment through regular customer-facing meetings and engagements.

- Developed a pipeline of opportunities and achieve monthly/annual new business targets.
- Maintained the relationships with managers across the Group to help to identify skills and capabilities to support new business.
- Coordinated and developed win strategies that translate potential opportunities into revenue through understanding of customer requirements, competitive analyses, teaming and capture planning.
- Attended client meetings to generate new business and expand current business.
- Conducted and built relationships with new clients.
- Delivered training to business developers and sales teams within the Group.

Creative Systems Company, Riyadh, Saudi Arabia

March 2016 – March 2017

Assistant Project Manager

Responsibilities:

- Coordinated and provide assist in all project activities.
- Conducted projects financial set-up and update, and schedule to ensure projects are completed in a quality, profitable, safe and timely manner.
- Maintained constant focus on meeting/exceeding customer needs and expectations by supporting the project manager in all aspects of assigned projects.
- Assisted project manager to determine resources needed- people, tools and equipment for each project.
- Managed and submitted budget estimates and progress and cost tracking reports.
- Mentored and trained project team members to support their growth and development within the company.
- Compared project progress to schedule, actual versus estimated cost, check compliance with plans and specifications, review any problems and verified the quality of work.
- Used latest technology and software to complete projects as assigned.

Concepts Information Technology, Vienna, VA, USA

January 2015 – January 2016

Business Analyst

Responsibilities:

- Created Use-Cases and Requirements documents to document business needs.
- Ensured Use-Cases were consistent and covered all aspects of the Requirements document.
- Interacting with other teams through walkthroughs, teleconferences, meetings, etc. to resolve various issues.
- Analyzed the as-is and to-be state.
- Elicited, documented, modeled, validated and prioritized functional and non-functional requirements using interviews, data analysis, and different modeling tools.
- Performed SQL queries like joins to perform backend testing.
- Coordinate and provided guidance to QA team.
- Facilitated JAD (Joint application development) sessions with business users and development teams to drive out detailed business requirements, functional and non-functional requirements.

St. Ambrose University, Davenport, IA, USA

August 2014 – December 2014

Information Technology Management Intern

- Provided technical support and troubleshooting, which resulted in decreased user issues and improved server maintainability.

- Installed and maintained wireless network, which improved the university's wireless network performance.
- Setup and maintained computers, including an installation of software.
- Created spreadsheets: Determined where switches and access points should be routed.

Saudi Aramco Company, Dhahran, Saudi Arabia

May 2010 – February 2011

Management Information Systems Intern

- Conducted technical support. Recommended and acquired computer equipment. Installed software. Troubleshoot computers, applications, and printer issues.
- Supported and assisted in re-establishing the information systems network, servers, computers, printers, and data backups. This resulted in high user satisfaction and reduced maintenance costs.
- Assisted with inventory fleet management control.
- Created spreadsheets by Excel for users data for divisions and units.
- Observed and participated in many business planning and brainstorming meetings on IT installation, maintenance and support in assigned division.

ACADEMIC PROJECTS:

- Used Microsoft Project software to implement an extended project, to include project work breakdown structure, activity network, resource allocation, and leveling to bring the project to completion within required time and cost constraints.
- Conducted business analysis of IT infrastructure for Golden Tulip Hotel to implement a new reservation system.
- Managed a project team through all phases of the System Development Life Cycle.
- Conducted many research studies on areas including Project Management, System Analyzing, Big Data, Networking Ethical Computing and Data Management.

TRAINING & CERTIFICATION:

- Dimensional Training and Certificate of Achievement in Leadership through People Skills
- Training in building effective teams

CONFERENCES:

- 26th Annual Conference of the International Academy of Business Disciplines, San Diego, CA, 2014

MEMBERSHIPS:

- Computer Club, St Ambrose University (2013-2014)
- International Student Leadership Council, St. Ambrose University (2014)

COMMUNITY ACTIVITIES:

Soccer and Volleyball Coaching 2006- 2014

- St. Ambrose University, Davenport, IA, May 2013 - December 2014

- University of Texas at Arlington, Arlington, TX, October 2011- December 2012
- University of Arkansas, Fort Smith, AR, May 2011- October 2011
- University Of Hail, Hail, Saudi Arabia, June 2006- December 2010