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Objectives

Senior IT position to create dynamic team that will meet organization needs for highly feasible, advanced, quality and value-based IT services. Aiming towards direct involvement in systems implementation, user services and systems integration. Seeking opportunities to share challenges of exploring IT horizons, restructuring operations, deploying and maintaining reliable Information Technology solutions that enable maximizing business impact and achieving corporate objectives.

Experience

Broad Analytical, organizational abilities and background in business administration. 23+ years progressive responsible experience and remarkable achievements at Entry-to-Senior Levels. Held many Supervisory and Managerial positions in Information Technology. Implemented computer applications in Banking, Public Transportation, Retail and Oil industries. Developed and conducted training courses for end user and IT professionals.

- Manager, Support & Risk Control Division/**
Head, RDM Development Section/
Records Management Officer : ISLAMIC DEVELOPMENT BANK
Information Technology Department
Organization & Management Development Office
Jul. 2000 to Present
- Systems Consultant** : SAUDI PUBLIC TRANSPORT CO., Information Technology Department
Aug. 1999 to Jul. 2000
- Technology Director** : UNIVERSAL MARKETING GROUP, Technology Department
Feb. 1997 To Apr. 1999
- Computer Training Supervisor/ Senior Systems Analyst** : ALRAJHI BANKING & INVESTMENT CORP.
Training Center, Business Process Re-engineering Project, Applications Development Department
Oct. 1993 To Feb. 1997
- Senior Systems Engineer/ Field Support Supervisor/ FSS User Support** : SAUDI MARKETING & REFINING COMPANY (a former SAUDI Aramco Co.),
Materials, Maintenance & Engineering Systems Department, Facilities Support System Department, Jeddah, Computer Center, Dhahran
Sep. 1987 To Sep. 1993
- User Support Manager/ Acting Hardware Marketing Manager** : AL-FALAK Computer Supplies, Electronics and Accessories Co.
Facilities Support System, Joint Venture, Dhahran Region, Computer Supplies & Accessories Marketing Department
Apr. 1986 To Sep. 1987
- Co-operative Trainee** : ABDULLA FOUAD GROUP, Electronic Data Processing Department, Head Office, Dammam
1984 (7 months training)

Skills

- Vision and Path finding in adopting IT solutions
- Systems Strategic Planning
- IT Management, Administration, Project Management
- PriceWaterHouse Systems Management Methodology (SMM)
- End-User Requirements Analysis and Support
- Software Evaluation/ Implementation, Applications Development/ Maintenance, Integration
- Data Conversion
- Records Management, Documents Management and Knowledge Management

Systems Background

- Business applications: COMPASS, JDA, SMA, TCI, KOFAX Ascent Capture
- Hardware & Operating Systems: IBM 4381 (MVS, ADR DATACOM DB), IBM PC and compatible (MS DOS, MS WINDOWS), Novell NetWare v3.11, Macintosh, Quantel Miniframe
- Software & Desktop Applications: Data query, Ideal, COBOL, Pascal, BASIC, SQL, MS Word, MS Excel, MS Project, MS Power Point, Lotus Freelance Graphics for presentations, Mac Write, Mac Draw, Mac Paint

Education

B.Sc. with honors in Industrial Management. G.P.A. 3.0 on 4.0 scale. Major, Information Systems with G.P.A. 4.0. December 1985. King Fahd University of Petroleum & Minerals, Dhahran. Saudi Arabia.

Certification, Training & Professional Communities

- Participations and articles in professional publications
- Member of Saudi Computer Society, Member of Saudi Scout Pioneers League
- ENTERPRISE, 2003 Certified Knowledge Manager (CKM00757)
- PACKAGE IMPLEMENTATION, (PriceWaterHouse SMM-SD)
- SYS. MGMT METHODOLOGY (PriceWaterHouse SMM-SD)
- PSYCHOLOGICAL APPRECIATION & INTERPERSONAL SKILLS
- KNOWLEDGE MANAGEMENT FOR DEVELOPMENT EFFECTIVENESS, 2005
- CHANGE MANAGEMENT
- REPORT WRITING
- RECORDS MANAGEMENT
- CDIA
- INTRODUCTION TO MVS
- MS PROJECT (2003), 2006
- CICS APPL. PROGRAMMING
- DATACOM/DB PROGRAMMING
- DATA QUERY (ADR DB Query Language)
- INTRODUCTION TO DATACOM/DB
- MICROSOFT EXCHANGE SERVER CONCEPTS AND ADMINISTRATION
- ANNUAL RETAIL CONFERENCE, DUBAI, UAE, 1999
- TRAIN THE TRAINER (1989, 2001)
- DISASTER RECOVERY PLANNING FOR THE Certified SAP Solution Manager (0004313835)
- DESIGNING & IMPLEMENTING MANUALS
- SOFTWARE MAINTENANCE
- BALANCEDSCORE CARDS, 2004
- CUSTOMER ORIENTATION AND SERVICE EXCELLENCE, 2002
- PRINCIPLES OF ISLAMIC BANKING
- STRATEGIC THINKING, 2005
- CERTIFIED DOCUMENT IMAGING ARCHITECT
- KOFAX ASCENT CAPTURE, 2005
- MICROFILM DIGITIZING WORKSHOP, 2003
- IMPLEMENTING ELECTRONIC DOCUMENTS AND RECORDS MANAGEMENT PROJECTS, 2005
- AUTOMATED BANKING SYSTEMS
- MVS JOB CONTROL LANGUAGE
- IDEAL (ADR Fourth-Generation Language)
- Prince Naif First Aid Program
- INTRODUCTION TO MS.NET DEVELOPMENT (2717), 2005
- JDA USER CONFERENCE AND EXPO, USA, 1998
- Other exhibitions, conferences and local events

Major Achievements

Manager, Support & Risk Control Division

ISLAMIC DEVELOPMENT BANK (IDB)

Managing organization efforts to ensure compliance with IT security risk management framework to protect IDB Group at all times. Empowering 'Service Desk', and providing technical support across organization and ensuring user satisfaction. Achieved 100% improvements and better customer satisfaction through restructuring the resources, service processes and media. Managed with Mercer consulting the restructuring of IT Department and staff mapping. Managed the development of 3-year-Midterm IT Business plan and annual budgeting. Coached implementation and delivering services within strategy and funding guidance in collaboration with the Director and peers. Leading alignment of all IT services with IDB Group's agreed standards on quality, cost and scope. Managing business requirements analysis, testing, acceptance, training, implementation and support. 13 direct reports; direct reporting to IT Director.

Section Head, RDM Development/ Records Management Officer

ISLAMIC DEVELOPMENT BANK (IDB)

Lead implementation team of SAP Records & Documents Management System (BEST-RDM). Received appreciation letters from end-user, department directors and Kofax. Established central Scanning Center. Managed collection/ publishing of 500,000+ edocs. Developed Intranet Web site for commonly used documents. Designed/ implemented transitory electronic archive in 20 Departments. Supervised Crash Program for Retention Schedule implementation. Enabled disposal of 16 million pages, saving hundred thousands of dollars. Implemented new documents storage and handling environment, resulted in providing easy and secured access to records and saving staff time. Involved through training/ coaching in developing professional and institutional RDM-Capacity. Proposed/ attended visits to similar organizations as pinch mark input for comparison. Saved USD 130,000 by reporting overlapped functions of IRDMS and ISP external relationship management (ERM) system. Member and chairman of many committees. Mentor of 2 Young Professionals for YP Program. 16 direct reports; direct reporting to RDM Division Head.

Systems Consultant

SAUDI PUBLIC TRANSPORT CO.

Participated as team member of Company-Restructuring Project managed by PRICEWATERHOUSECOOPERS. Honored for coordination efforts, analysis and design of company web site. Honored for completion of Y2K project under enormous deadline-pressures. Saved USD 2,000,000 IT investment. Honored by Information Technology Director and professionals for guiding technical applications architecture and design. Prepared integrated IT strategic plan. Helped in redrawing and building of new effective IT Department. 4 indirect reports; direct reporting to Information Technology Director, indirect reporting to Marketing & Studies Deputy General Manager.

Technology Director

UNIVERSAL MARKETING GROUP (AIOTHAIM)

Honored by AIOTHAIM Group in its 25th years Anniversary Ceremony as one of its top leaders that have major contributions to the Group. Honored by Saudi Business Machines Ltd (SBM), local IBM representative, for successful Project Management. Executed successful USD 3,500,000 integrated mission-critical Solution for Retail Business. Brought company IT services to leadership position in local retail market. Simplified and streamlined management of high-complex retail operations. Provided IT services to 600 users using 1000+ computer Peripherals, servers, POS and Hand-held machines achieving high system availability. Established advanced Technology Department. Created corporate understanding of IT role and services. 18 direct reports, 24 indirect reports; reporting to Group Vice President.

BPR Team Member

ALRAJHI BANKING & INVESTMENT CORP.

Honored by EDS IT senior consultant for effective participation in BPR project. Prepared re-engineering study for Human Resources Department. Prepared study for records retention. 1 indirect reports; direct reporting to BPR Project Manager, indirect reporting to 2 EDS Consultants.

Computer Training Supervisor

Direct involvement in Saudization program of bank branches. Implemented advanced training methods and tools. Introduced new training environment. Conducted training courses for Bank employees. Prepared terms of reference for outsourcing desktop-applications training. Administered Novell Local Area Network. Coordinated with IT for obtaining quality services. 1 indirect reports; direct reporting to Training Center Manager.

Senior Systems Analyst

Successfully implemented daily journal sub-system in 350+ branches located in 6 different geographical regions. Enabled Bank to operate universal teller concept by redesigning Travelers Checks and Draft Checks sub-systems. Prepared primary design for Information-based reporting module for executives. Proposed and supervised creation of User Services Section. During preparation of User Services section; 6 direct reports, 30 indirect reports; direct reporting to Applications Development Director.

Senior Systems Engineer**SAUDI ARABIAN OIL COMPANY (Saudi Aramco)**

Honored by Information Systems Acting Vice President for effective participation in Materials Management Project. Participated as Business Analyst in "Data Improvement Project" for materials and equipments of Oil Distribution Sector. Developed training handout for interface between FSS and Financial System. Prepared "Software Testing Migration Plan" for migrating Samarec materials and maintenance system to SAUDI ARAMCO Oil company platform. Direct reporting to MMS Project Manager.

Field Support Supervisor

Honored by Information Services Vice President for outstanding performance. Coordinated IT support activities serving 3 Oil Refineries, 3 Oil Lubricants Refineries, 3 Oil Distributions Sectors, Maine Operations, Ship-supplying complex and Oil drilling companies. Directed two FSS implementation groups at Petromin Central Oil Distribution and Head Office. Directed development of computing competency of IT professional and end-user. Proposed and participated in designing executive MIS client-server application. 15 direct reports, 3 regional coordinators indirect reports; reporting to FSS Department Manager.

FSS User Support

Participation in 11th Annual Computer Conference and Exhibition. Honored by Acting Vice President of Engineering Services & Information Systems for extreme dedication, sense of company spirit and professional attitude. Led systems implementation for three companies. Honored for successful implementation and effective end-user training. Successfully designed and implemented Electronic Data Conversion. Saved USD 74,000 and brought project more than two years ahead of schedule. Monitored and coordinated data conversion activities for all Petromin Organizations across country as corporate Data Conversion Coordinator. Converted 100,000 stock records, Oil distribution, facilities and refineries equipment records and dynamic transactions records. Created standard table entries and conventions for system and user tables. Developed and delivered "Systems Implementation" training course for middle management. 2 direct reports, 13 indirect reports; direct reporting to FSS User Support Section Supervisor, indirect reporting to FSS Department Manager.

User Support Manager**AL-FALAK Computer Supplies, Electronics and Accessories Co.**

Led System implementation in Dhahran Area for three companies. Conducted 80 end-user training courses in maintenance and materials management systems. Arabized System Transactions Reference Summary. 4 indirect reports; direct reporting to Joint Venture Project Manager, indirect reporting to Al-Falak President.

Acting Hardware Marketing Manager

Developed and implemented strategic decisions and implemented customers-focused services that resulted in substantial increase in company revenue. Managed Head Office operations and coordinated activities of company branches. Developed procedural paper flow handout for head-office inventory control computer system. 4 direct reports; direct reporting to President.

Co-operative Trainee**ABDULLA FOUAD GROUP, Dammam**

Used James Martin methodology and developed on-line menu-driven computer system for handling heavy truck workshop activities. Designed Arabization system for developed applications. 2 direct reports; direct reporting to EDP Manager, indirect reporting to EDP Senior Systems Analyst.