

MOHANNAD F. DALBAHI

Technology Enthusiast, Problem Solver, Business Manager

Location Jeddah, Saudi Arabia

Date of Birth March 20, 1987

Marital Status Married

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Summary:

Results-driven Business Manager with a strong focus on enhancing user experience in all aspects of the business management process. Committed to contributing to the materialization of the Kingdom's 2030 vision by leveraging easy and appealing technologies. Skilled in establishing systems and controls to optimize customer satisfaction and ensure the achievement of desired outcomes from work done.

Full-time Experiences



Contracting Manager

[Jeddah Central Development Company \(PIF\)](#)

Jun 2022 – Present

Working as a Contracting Manager for a Mega-Project (PIF) Company to contribute to the materialization of one of the Kingdom's 2030 visions. Responsible for leveraging technology utilizations, enhancing and monitoring the procurement process, systems and controls, both automated and non-automated, to improve internal and external customers' satisfaction to ensure optimum results achievement from agreements.

My responsibilities include but are not limited to managing Enterprise Resource Planning (ERP) system implementation for procurement modules, supervising systems and controls team, enhancing supplier journeys, maintaining, and controlling proper documentation, evaluating procedures and manuals, and spreading awareness of procurement activities in addition to the development, enhancement and preparation of management performance reports.



Business Manager

[Saudi Aramco](#) – Gas Compression Projects Department

Jul 2021 – Jun 2022

Worked as a Business Manager for a multi-billion-dollar capital programs/projects department. I managed, administrated and ensured internal customer satisfaction achievement by administrating organization financial, human, and IT resources, including planning, monitoring, and continuous reporting to management and control organizations.

My responsibilities in this position also included managing human resources selection, recruitment, mobilizations, demobilizations and development, controlling/monitoring program budget, administrating installation, onboarding and optimal utilization of office IT infrastructure, governing data security and protection, ensuring proper dismantling of equipment and

demobilization of assets, capturing lessons learned, best practices, innovative ideas, technology utilization reports while ensuring alignment with organizational strategies.



Business Administrator

[Saudi Aramco](#) – Gas Compression Projects Department

Aug 2019 – Jun 2022

Worked as a Business Administrator for a unique accelerated program, administering and managing contracts development, procurement, execution, revisions, and amendments. I was also responsible for administering progress and invoice processing, controlling change orders initiation, coordination, agreement, and settlement, and finally, coordinating subcontracting plans, technical and financial evaluations, and approvals and coordinating regular performance evaluations of contractors and subcontractors, in addition to tracking and securing contractual deliverables and milestone achievements documentation.

During this assignment, I have also managed human resources, monitored program budget, and IT infrastructure setup and utilization in addition to maintaining quality programs for the program including capturing lessons learned, designing and ensuring alignment with processes, capturing innovations and technology utilizations.



Operational Excellence Leader

[Saudi Aramco](#) – Gas Compression Projects Department

Sep 2017 – Jul 2019

Worked as an Operational Excellence Leader, establishing operational excellence (quality) program for the department to align with corporate strategies, analyzing gaps, establishing program foundations, forming implementation teams, introducing quality concepts, tracking action items and tasks, connecting team members with organization Subject Matter Experts, reporting and monitoring progress, conducting self-assessments and engaging employees in continuous improvement activities.



Compliance Officer

[Saudi Aramco](#) – Operational Excellence Department

Sep 2016 – Sep 2017

Worked as a Compliance Officer, planning compliance reviews of project management contracts, establishing quality/compliance controls, checklists, and assessment methodologies, reviewing organizational rules and conducting/administrating compliance reviews across active projects.



Operational Excellence Specialist

[Saudi Aramco](#) – Operational Excellence Department

Apr 2014 – Sep 2016

Worked as an Operational Excellence Specialist, rolling-out operational excellence programs and spreading awareness of the company's quality programs and tools. In addition, I worked on supporting the program's implementation, conducting assessments and quality checks, and providing consultations on implementation and governance.

I have also worked as a Business Analyst, responsible for initiating and establishing the department's planning (Operating Plans & Budgeting), Human Resources (Manpower Tracking & Training), and IT functions.



Assistant JV Manager

[Saudi Aramco](#) – Domestic Joint Ventures Department

May 2013 – Apr 2014

Worked as an Assistant Joint Venture Manager responsible for initiating agreements, board members' (de)briefings, financial positioning analysis/tracking, and coordinating activities/meetings between Marafiq / SUMED / SATORP and Saudi Aramco.

- Lead Domestic Joint Ventures Departments' Professional Development Program committee.



Professional Development Advisor

[Saudi Aramco](#) – IT Admin Support Staff

Feb 2011 – Apr 2013

I have worked as a Professional Development Advisor with Human Resources Group on complete cycles of Human Resources development/management activities covering employees, sponsored students, and interns, gaining experience on Saudi Aramco's standards and procedures.

- Represented IT Admin Support Staff PDPs in IT's Professional Development Program committee.
- Used technology to help organizations automate and enhance job-related tasks and to generate better reports after understanding business logic and management's needs.

Other Experiences



Chief Technology Officer

[6 Degrees Technologies](#)

Mar 2007 – Present

Established and worked as a Chief Technology Officer for 6 Degrees Technologies, leading the analysis of customers' needs down to the delivery of end-user satisfaction by providing trending Information Technology solutions customized and fit to the local market needs.

This included but not limited to, conducting user research and analysis to identify customer pain points, collaborating with cross-functional teams to design and develop user-centered IT solutions, staying updated with industry trends and emerging technologies, identifying suitable solutions to the local needs.



System Analyst (Internship)

[Saudi Aramco](#) – IT Admin Support Staff

Feb 2010 – Sep 2010

Worked as a Systems Analyst with Planning and Programs group in Information Technology on budgeting and accountability reports for IT, where I have developed a web-based reporting system using ASP.net (C#) to provide an easy to use, web-based platform and reduce time in reporting needs of management.

Memberships & Certification



Member Board of Directors (AGS)

[Association of Advancement of Cost Engineers – Arabian Gulf Sector](#)

Jul 2021 – Present

Responsible for public relations, events and webinars coordination, subject matter experts scouting, overseeing and arranging pre-certification training, planning and identifying collaboration opportunities between the association branch and other technical associations and institutes acting in the region.



Acting Member

[Customer Experience Association](#)

May 2023 – Present



Certified Operational Excellence Assessor

[QMS](#) – [EFQM](#)

Nov 2014

Education



BS. Management Information Systems (3rd Honor)

[King Fahd University of Petroleum & Minerals](#)

College of Industrial Management

Feb 2011

Competencies & Skills

Programming Languages & Frameworks

Java, PHP, C#, Visual Basic, Python, Javascript, HTML, CSS, Bash, Dart, SQL
Flutter, NodeJs, ExpressJs, VueJs, NuxtJs, Strapi, Laravel, CodeIgniter, Bootstrap
GitHub, Docker, Firebase, Jekyll

Applications

SAP S4Hana, SAP Ariba, Microsoft Office Suite (Advanced), Adobe Suite (Intermediate),
Figma

Languages (Spoken & Written)

English / Arabic