

Abdul-Aziz Al-Sosua

PMP, TOT, Prosci

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Contact : **056-612-0077**

Nationality : **Saudi**

Marital Status : **Single**

Abstract about Abdulaziz

I am a highly motivated, proactive utilizing my exceptional cross functional communication skills and I thrive on my ability to manage situations by taking business professional decisions, also Process minded, accountable, proactive, and agile.

Education

E-COMMERCE – IT College

SAUDI ELECTRONIC UNIVERSITY

Date of graduation 2016

Executive Assistance

Institute of Public Administration

Date of graduation: 2013

Experience

LEAN BUSINESS SERVICE

2019 – Present

Service Operation Management Department Manager



- Head of Change Management CAB Committee
- Finalize all issues in production and raise L1
- Identify incident and Service request with L3
- Train MOH on upcoming new services and identify the process as well
- Manage all Sehhaty App complaints and enhancements
- Operation SMS Owner to end users
- Design all system process on production according to NCA regulations
- Service Catalog Monitor
- Establish SLA's and share it with clients and establish internal OLA
- Service Handover policy Governance
- Lead and evaluate Services managers, and develop and control deadlines.
- Working on SLA, KPI with the whole sector of Operation department. OSP. UG, FAQ.
- Program availability Dashboard story maker

THIQAH BUSINESS SERVICE

2016 – 2019

Senior Officer / Program Business Operation

Built and managed a operational business of high-ranking performance as a way to Assure Quality in Business Process revenue for search our Clint's . Selected accomplishments:



- Train clients on new products.
- Establish Team **KPIs** according to Thiqah Products & Objectives.
- Monitor daily operations and address potential issues when they arise.
- Analyzes customer needs and determines how operations can be processed to improve service to customers and better meet their needs.
- Evaluates products operations costs .
- Draw product roadmap and present it **Chief Business Officer** periodically .
- Managing on a "CA" system that allows employees to report potential tickets with our clients.
- Write **FAQ, User Manual, Operation support plan**, and **SLA** for any incoming products to
- Train call center staff and department staff for the upcoming released products.
- Representative of Business Operation department to Stagey department to achieve the department goals and objectives according to company vision .
- Major **products** I lead as follows:

✓ **MUWATHIQ**
✓ **SDR**

✓ **SABER**
✓ **SEHA**

✓ **ORDER PUBLSIH**
✓ **WAFI**

Tamkeen Technologies

2014 – 2016

Assistant / Executive Office :



- Work with PMO department to assure all projects are on progress and update the CEO.
- Attend the MC meeting with CEO to share in business concept & Meeting minutes .
- Assist in the planning Executive office.
- Follow up with each dep according to CEO direction.
- Direct the team to serve and assist the concerned sector.
- Communicate with the departments to finish their business.
- Follow up with the concerned department for each assigned task from the CEO or other VP's.

HRDF

2013 – 2014

Admin/IT SECTOR



- Attend the meeting with DDG IT to share and receive Tasks and follow up accordingly.
- Deal with Correspondence System.
- Raise the requests through the Oracle system of the IT sector.
- Coordinator in VLM project "Virtual labor Market " .

Jarir Bookstores

2011 – 2013



Showroom Manager – Retail

- Assign employees to specific duties.
- Prepare and manage annual budgets in achieving Target of each section.
 - Examine merchandise to ensure that it is correctly priced and displayed and that it functions as advertised.
 - Provide customer service by greeting and assisting customers and responding to customer complaints.
 - Direct and supervise employees in sales, inventory-taking, reconciling cash receipts, or in performing services for customers.
- Instruct staff on how to handle difficult and complicated sales.

Skills

- | | | |
|--------------------|--------------------|----------------------|
| ▪ Public Speaker | ▪ Multitasker | ▪ Creative Thinker |
| ▪ Business Thinker | ▪ Processes writer | ▪ Project Management |
| ▪ E-Commerce | ▪ Load Controlling | |

Certificates

- | | | |
|------------------------|--|----------------------|
| ▪ Operation Management | ▪ Mini MBA | ▪ Strategic Thinking |
| ▪ LEAN Bronze | ▪ TOT | ▪ ITIL |
| ▪ Prosci | ▪ Communication Skills | ▪ PMP |
| ▪ CCMB | ▪ Leadership Development Program provided by CCL | |

