

Othman Altheeb

Details

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Riyadh
Saudi Arabia

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Email
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Nationality
Saudi

Skills

IT Operations

Business Analysis

Analytical Thinking

Leadership and Teamwork

Critical thinking and problem solving

Fast Learner

Microsoft Office

MS Sharepoint Administration and development

MS Power Automate

MS PowerApps

MS Visio

Trello

Employment History

Technical support specialist, Acting IT Operations Manager, Alwatania Information Systems

Sep 2021  Riyadh

- Drives implementation and execution of IT governance principles and framework.
- Introducing and implementing new technologies and spreading IT awareness.
- Supervising daily operations of network and server infrastructure.
- Business and technical change request and digital transformation experience.
- Approach to solving complex problems with design thinking and human-centered design techniques and methods.
- Aligning IT infrastructure with current and future business requirements and goals.
- Managing IT budgets, forecasting, handling cash flow, and enforcing cost-effectiveness.
- Evaluating risk, developing network recovery and backup processes.
- Assessing and purchasing new and replacement hardware & software.
- Testing, troubleshooting, and adjusting information systems to operate effectively.
- Understand business problems, analyze the need and devise change strategies, working with the technical teams on suitable solutions.

IT Operations Analyst, ChampionX

May 2020 – Sep 2021

- International exposure experience across a global company.
- Ensure minimal / zero downtime with the operational IT systems within KSA.
- Troubleshoot/resolve assigned ServiceNow / KACE incident tickets within the MEA region.
- Provides onsite and remote support for end users for Saudi and the MEA region.
- Deploys computers to end-users and for the yearly PC Refresh project.
- Introduce new technologies and application roll-outs to end-users in KSA.
- IT Procurement process and tasks in KSA.
- Escalates level 3 issues to EMEC, Network, Server, Application, Messaging, Client Engineering, Active Directory teams.
- Repair or replace break-fix or lost laptops and other IT equipment in KSA.
- IT orientation/onboarding for new hire associates in KSA.
- Manages day-to-day operations for users on Saudi base or remote site within MEA region.
- Ensure overall risk management to prevent future incidents

Technical Support, Almajdouie Holding

Jan 2019 – May 2020

- Created and update procedures and organize knowledge base for the service desk team.
- Provided 1st & 2nd level support on incidents to 2000+ users.
- Supporting and giving instructions to end-users through email, phone call,s and Remote Desktop software.
- Manage and monitor a company's assets
- Installing, updating, and Troubleshooting ERP System.
- Hardware installation, configuration, upgrades, and repairs.
- Prepare new PCs and laptops for users and install the company's image Configure,
- Update and troubleshoot Cisco IP telephone profiles.

- Take technical support calls and travel to customer site for on-site resolution if support call is not resolved.
- Documented all inquiry activities in the ServiceNow reporting system.
- Escalated issues to the proper IT department and follow up on them.

Application Development Support, Software Tester, Rezayat Group

Jun 2016 – Jun 2018

- Responsible for quality assurance and support of the applications in all its life cycle, from meeting with stockholders to testing the app and production support
- Working with stakeholders and decide on high-level requirements and business requirement documents (BRD).
- Develop, customize and manage "Redmine", web-based project management and issue tracking tool.
- Create and implement automation processes to several departments (Helpdesk, HR, Procurement)
- Collaborate with cross-functional teams to maintain efficiency and achieve successful implementation
- Create and execute test cases: UAT, Black-box, Unit, Performance
- Full system development life-cycle experience, including designing and implementing test plans with Python
- Test cases and test processes fueling swift corrective actions.
- Employed a "test-to-break" approach on testing initiatives and clarified ambiguous requirements to ensure the effectiveness of all test plans.
- Identified, documented, and reported bugs, errors, flaws, and other issues within proprietary software applications.
- Create professional flowcharts, build plans, organization charts, and process mapping with MS VISIO

Education

Saudi Electronic University , Information Technology

2022 📍 Riyadh

Certifications

Project Management Professional (PMP) (35 hours), PMI

2021

ITIL® Foundation Certificate in IT Service Management, AXELOS

2021

Certified Tester Foundation Level (CTFL), ISTQB

2021

Scrum Fundamentals Certified (SFC), SCRUMstudy

2021

AWS Essential Training for Developers, LinkedIn

2020