# AZZAM AL-SHAHRANI
## Information Systems Specialist

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## OBJECTIVE

Hardworking and self-motivated Information Systems graduate seeking a challenging position in an organization where my experience, professionalism and communication skills can be utilized to its full potential and valuable contribution to your organization in the field of ITSM.

## STRENGTH

- **Problem Solving**
- **Assets Mgmt.**
- **Stakeholder Mgmt.**
- **Service Level Agreement**
- **Flexibility & Adaptability**
- **Critical Thinking**
- **Initiative**
- **Commitment**
- **Attention to details**
- **Professionalism**
- **Team Collaboration**
- **Time-Management**

## EDUCATION

- **BS in Information Systems**
  *King Abdul-Aziz University (KAU)*
  **(8/2013 - 6/2019)**

## COURSES/CERTIFICATIONS

- **2021** | ITIL Foundation Certification
- **2021** | General Administration For operation & Support
- **2021** | IT Risk Management
- **2020 | WPAcademy | Website Building Using WordPress**

## STUDENTS CLUBS

- **Programming Club Participant**
- **Cyber Security Participant**

## LANGUAGES

- **English      Fluent**
- **Arabic      Native**

## PROFILE SUMMARY

I am a dependable and resourceful professional with excellent technical and leadership skills, highly capable of analysing complex requirements and developing innovative solutions to achieve strategic organizational goals. I aspire to join a reputable Organization's management team to lead challenging projects and contribute to its success and growth.

## PROFESSIONAL EXPERIENCE

### ITSM Analyst | *Mohammed Yousef Naghi Group    | Nov 2021 – Present*

- Overseeing the incident management process and team members involved in resolving the incident.
- Managing the incident team members by re-assigning workloads and re-scheduling non-urgent tasks.
- Work with team to create and review business requirements, for new Service functionality and/or customer requests from requirements/specifications on service support options
- Attend design and implement of Service Level Agreements (SLAs)
- Ensure all project phases are properly addressed and that the design, development and testing of project components will meet customer requirements.
- Define and capture core and supporting business processes process/value stream mapping and analysis, tool selection and application, preparation and delivery and control planning

### BCM Practitioner | *Ministry Of Hajj & Umrah, Makkah          | Jul 2021 – Sep 2021*

- Evaluating business resilience options and choosing cost-effective and viable strategies.
- Conduct technical reviews of established capabilities at regular intervals & issue corrective and/or pre-emptive actions
- Set objectives and evaluate section employees.
- Lead the production of BCM section related KPI reports and presentations for different management levels
- Develop and lead BCM and related processes awareness sessions.
- Provide overall governance and direction setting of the program on an ongoing basis
- Develop status reports on location continuity plans and prepare management reports as necessary.
- Ensure compliance with evolving regulatory requirements and industry Standards

### ERP & IT Admin | *Kemyea Yanbu For Industry (kemyan) LLC.  | Oct 2020 – Jul 2021*

- Providing effective user support, training, troubleshooting, and issue resolution.
- Crafted procedures, guides, handouts, and other technical documentation.
- Determine and implement proper ERP security on a database and policy level.
- Establish &maintain a logging system for day-to-day issues related to ERP implementation.
- Able to interact with users to understand business practices and configure the system.
- Created dynamic websites for a company and take care of website day-to-day issues.
- Administrating servers, desktop PCs, routers, switches, security updates, and patches.
- Organizing and coordinating meetings, conferences, and attending committee meetings

### Contractual Employee | *Rawafid Alriadah Media, Jeddah    | Jun 2019 – Jun 2020*

- Worked with Media content management, provided technical support for e-marketing.
- Provided guidance for new tools and technologies to be incorporated into the organization to increase their digital marketing presence.
- Performed with Market Research, agencies as well as brand teams to optimize investment return for advertising management and media planning.