ALAA SAIRAFI

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PROFILE

Outcome-oriented business professional with information technology expertise. Strengths include strong organizational, technical, and interpersonal skills to work in a demanding environment as a member of a high performing team. Adept at using technology to analyse data and solve technical problems. Achieving goals by Collecting and understanding the users' requirements and ensuring the continuation and developing objects. Trained in information security. Dedicated to increasing knowledge in the information technology field.

PROFESSIONAL EXPERIENCE

DigiVal   2021- Precent
Client Relationship Executive

- **IbnSina Medical College:** Handling and managing the stakeholders (Academicians, administrations, students) of the college in terms of supporting, training, gathering requirements and collecting feedback in order to improve our software by knowing the clients need. We have been implementing two software smoothly and successfully.

INTDV Robotics & Software   2020
Pre-Sales Engineering

- **Aramco Community Service Project:** gathering the requirements, managing and supporting the implementation team to deliver the project on time, testing the project, and deliver it to the customer, considering the customer's feedback to enhance the relationships and satisfaction, train for stakeholders to use the robot and RMS system.
- **Prince Nourah University Project:** meeting with the customer to analyses their requirements. writing the SOW document, and lead and support the implementation team to understand what needs, and deliver it on time, testing the project in the robot, deliver the project and consider the customer feedback, train the stakeholders to use the robot and RMS system.

Jizan University   (Three Semesters) 2018-2019
Lecturer- Dept of Computer Science – Sabya Collage

- Teaching theories & labs for Software Engineering, Algorithm, Java, Data Security, Introduction to CS, Computer & Human Interaction by encouraging the students to negotiate their thought and opinions with others'.
- I asked to be the supervisor for the Students activities and we achieved the following (Establish CS club, Regular tech talk meetings to discuss the new innovations, English development, Helping students after Graduation in their CV and interview)

EDUCATION

Southern New Hampshire University   March 2018
Master of Science in Information Technology with concentration in Information Security   GPA 3.84/4.0

Taif University, Saudi Arabia   May 2012
Bachelor of Management Information Systems   GPA 3.0/4.0

SKILLS

TECHNICAL SKILLS
Systems Analysis | Computer Networking | MS Project Management | Visio | SQL | Java- NetBeans | C++ | Wireshark | HTML | Windows | Argo UML | Microsoft Office Suite | IT Service Management | Cloud Computing | Solution Selling Management | Network Security | CRM | Research and Planning

NON-TECHNICAL SKILLS

Clear Communication | Presentation | Knowledge of End-User Needs | Customer Satisfaction | Creative Thinker | Reliable & Responsible | Good Listener | Negotiator | Strong Collaborator | Multitasking Skills | Written Communication | Account Management | Problem Solving | Teamwork | Solution Delivery | Relationship Building

COURSES

- Data Security Systems
- Human Factors in Security
- Foundations of Information Assurance
- Network Assessment & Defense

- Cyberlaw and Ethics
- Telecommunication-Networking
- Technical & Wireless Communication
- Database Designing

PROFESSIONAL TRAINING AND SEMINARS

ITIL Foundation Certificate in IT Services Management	2021
Personnel management and administrative development: Estnhad Alhimam Institute	2019
Writing reports and administrative correspondence: Estnhad Alhimam Institute	2019
Iso 27001 Information Security Management System: PECB (Provisional Implementer)	2019
Protecting Critical Infrastructure Against Insider Threats: FEMA	2018
IEEE Conference on Communications and Network Security	2017
Project Management Fundamentals, Lawrence Technological University	2017
Risk Management: American Institute for Training & Education	2017
Strategic Planning and Leadership: American Institute for Training & Education	2016
Developing Research Abilities: Idea Formulation and Research Management.	2015

VOLUNTEERING AND ACCOMPLISHMENTS

Sortied and organized the employers' files and records to maintain HR Information System (HRIS), Audit I-9 records for accuracy and compliance at Manchester community health centre   2017-2018
   Human Resources Assistant
Founded and managed the multi-faith student association club at SNHU   2017-2018
   Outreach & Event coordinator
Member of the Saudi Students Club, Southern New Hampshire University   2016-2017
   The leader of the Social Activities

Award

A shield from the Ministry of Education   2019
   Arbitration in the National Project for Scientific and Technical Designs all over the Kingdom