BADER MAJED ALZAMIL PMP•ITIL•ERP•SFC•SSYB•CEH

IT OPS, IT Projects Management, ICT transformation, IT Change Management, Technical Support Management.

PERSONAL DETAILS

Residential Address:	Saudi Arabia, Diplomatic Quarter 12512, Riyadh.
Mobile:	+966504955055
Date of Birth:	20th December 1988
Nationality:	Saudi
Email:	alzamil@hotmail.co.uk

CAREER OBJECTIVE

Certified and forward-thinking with extensive knowledge and experience in IT Operations & projects Seeking a challenging and growth-oriented position in a reputable company.

EDUCATION & CERTIFCATIONS

March 2022	**PMP® Project Management Professional**
	Project Management Institute
April 2021	**SFC™ Scrum Fundamentals certified**
	Scrumstudy
April 2021	**CEH Certified Ethical Hacker**
	EC-COUNCIL
March 2021	**SSYB™ Six Sigma Yellow Belt certificate**
	6sigmastudy
February 2021	**ITIL® Certificate in IT Service Management**
	AXELOS
July 2020	**Certification of Appreciation Seminar during"Global Game Jam Next2020"**
	Saudi Federation for Cybersecurity, programming & Drones
February 2019	**Microsoft Dynamics 365 CRM & ERP Administration**
	AFC
January 2018	**Sophos UTM NG Firewall Administration**
	GBS
November 2016	**Certified International Specialist Physical Network & IT Process Solutions**
	DHL
June 2016	**Bachelor of Science in Computing**
	Leeds Beckett University – England
July 2011	**Diploma in Technical Support**
	Al-Kharj College of Technology
June 2011	**Cisco IT Essentials PC Hardware and Software certificate**
	Cisco
April 2011	**Trainer of Cambridge International Certificate in IT Skills**
	Al-Kharj College of Technology
July 2007	**Diploma in Office Management**
	Saudi Electricity Company

WORK EXPERIENCE

(Nov 2021 – Present) Ministry of Energy. KSA

Working as IT Change Management Section Head- (IT-Customer Service Department).

- Handling and monitoring and meeting CRM which serve +10K users Internal & External

وزارة الطاقة
MINISTRY OF ENERGY

The CRM serve multiple business units such as IT, OIL&GAS, HR etc with +100 support groups.

O insure to meet all requirements\requests\reports\dashboard\broadcasts from CRM business units.
O Handling IT Changes projects, Incident and Problem dealing with all departments, government entities, and external parties.

(Sep 2021 – Sep 2021) **Saudi Council of Health Insurance. KSA**
Working as Senior System Administrator.

O Handling ERP system operations. Dealing with several departments to fulfil requirements\requests.
O Assist in other systems\platforms in term of PM, Implantation, connectivity, UI UX. And communicating with internal and external companies\users.
O Assist in implantation of the new ERP system in CCHI.

(Dec 2020 – Aug 2021) **Aljabr KIA Motors, KSA**
Working as IT Manager.

O Established IT department and leading The IT transformation by implementing multiple systems such as (ERP, AIS for large fleet, Mobile app, CRM, Ticketing system, CCTV projects in multiple locations and remote areas, maintenance and spare part system, car rental system, Marketing transformation).

(May 2017 – Oct 2020) **Shomoul Holding (THE AVENUES MALL).KSA**

1-Working as ICT Section Head
Main Responsibilities:

O Ensure the IT infrastructure complies with applicable IT security and information governance standards.
O Manage the procurement and installation of new IT equipment, ensuring value for money and installation is signed off to acceptable standards.
O Implements ICT policies and procedures.
O Perform daily systems monitoring, verifying the integrity and availability and stability of all hardware & software's.
O Supporting staff and all The Avenues shopping malls around GCC.

2-Working as ICT System Administrator
Main Responsibilities:

O Established the IT department from scratch in multiple locations such as (IT policy, Data center, CRM, Assets management, VR rooms, CCUM,CCTV, Firewalls, Backup systems, Help desk ticketing system, company website, ISP contracts, O365 and all other related IT services.)

(Nov 2016 – May 2017) **DHL Express. KSA**
Working as ALKhobar Area Manager
Main Responsibilities:

O Act as an ambassador for DHL at all times and attend to customer needs in a professional, friendly and courteous manner.
O Probe, question and understand completely the customers needs and requirements to understand where DHL's service offering can add value to the customers business.

- Identify potential and negotiate and persuade accordingly existing customers to maximize their use of DHL's services to generate additional sales revenue.

(July 2014 – Aug 2015) <u>**Five Guys Restaurant.**</u> **Leeds – UK**

Part time job \ Working as Crew member.

(Jan 2011– Dec 2011) **Al-Kharj College Of Technology. Al-Kharj – KSA**

1-Working as Technical Trainer

Main Responsibilities:

- Providing candidates with comprehensive training in dealing with PC usage,
- data protection, Microsoft Office Applications, and IE.
- Teaching Computer networking and Programming subjects.

2-Working as Web administrator

Main Responsibilities:

- Providing full support & upgrade in term of web coding & designing using PHP, MySQL, HTML, JAVA, Switch Max and APEX.

(Sep 2006 – May 2009) Saudi Electricity Company, Dammam HQ – KSA

Working as Administrative Assistant

Main Responsibilities:

- Providing assistant for Budgeting and Planning Dept Managements.

PERSONAL SKILLS

Strategy, Business Analysis, Risk Management, Strategic Planning, Business Strategy, Analysis, CRM, Business Process Analysis, Project Planning, Cross-functional Team Management, Management, Budgets, Negotiation, E-commerce, Forecasting, Project Management, Program Management, Business Intelligence, Customer Satisfaction, Customer Service, ERP, Vendor Management, Training, Process Improvement, Team Leadership, Management Consulting, Team Building, Contract Negotiation, Change Management, Business Development, Problem Solving, Operations Management, Budgeting, Inventory & assets Management and Marketing Strategy.

LANGUAGES

- Arabic - (Main Language).
- English – Fluent (reading, writing, and speaking skills).
- Knowledge of Spanish and Hindi languages.

REFERENCES

All references are available upon your request.