

NASSER A. ALKHALDI

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EDUCATION

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| 2021 – 2022 | ▪ King Fahd University of Petroleum and Minerals (KFUPM), Masters of Science in High Performance & Cloud Computing . |
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PROFESSIONAL EXPERIENCE

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| May/2020 - Current | <ul style="list-style-type: none"> ▪ Service Desk Supervisor/ NOC Manager at KBR Saudi Ltd – SANGCOM - Leading regional Service Desk team. - Escalating cases to L2, L3 and L4 relevant field teams. - Monitoring telecom network infrastructure, this is including IT Computing Systems, regional telecom network, Mobile Radio, Microwave and Power services within the region. - Observing and ensuring preventative maintenance has been conducted as per contract, with related field teams. - Act as Incident Manager to take overall responsibility of incident management and request fulfillment as per SLA. - Produce and raise regional performance reports to higher managers, customer and stakeholders. - Liaise with senior customers personnel as part of operational support to ensure high level of service delivery. - Drafts and maintains policy, standards and procedures for the Service Desk and incident management using ITIL |
| May/2019 – May/2020 | <ul style="list-style-type: none"> ▪ Service Desk Team at KBR Saudi Ltd - SANGCOM - Continuation to SANGCOM new contract |
| NOV/2018 – May/2019 | <ul style="list-style-type: none"> ▪ Service Desk Team at GPT SPM Ltd (An AIRBUS Company) - SANGCOM Responsible for: - Providing user support and customer service on company-supported computer applications and platforms. - Troubleshooting problems and advise on the appropriate action. |
| OCT/2017- NOV/2018 | <ul style="list-style-type: none"> ▪ IT-Officer at Raja Corporation. - End-User Support. - Implementation of new ERP system for the company. - Delivery of walkthrough training to the employees on the ERP System. - Redesign the website (www.raja.com.sa) |
| JUL/2017- SEP/2017 | <ul style="list-style-type: none"> ▪ IT Problem Analyst (Trainee) at Saudi Aramco. ITS&TPD/ITSMD/ITPMU - Investigating Root Causes of problems caused by power outages, Network failures, etc... With IT Admin Area Dep. - Analysis and Visualizations for BMC Remedy trouble tickets system Incidents. - Web Development on the IT Problem Management System on the KPIs, Knowledge base and the other different visualizations. |
| FEB/2015 – FEB/2017 | <ul style="list-style-type: none"> ▪ IT-Officer (Part Time) at Raja Corporation. - End-User Support. - AWS (Amazon Web Services) Implementation and Maintenance including EC2, Route 53, S3, WorkMail. |

PROJECTS

May 2017

- **Big Data Analysis & Visualization of the Enron Corpus**

The goal of this project is analyzing and visualizing the Enron Corpus data set. We performed topic modelling on over 500,000 emails and created a visually attractive web application to browse the results.

Mar 2022

- **Resume Screening**

The goal of this project is to match job applicant against job descriptions. The software will analyze applicants filter them and score them based on the matching rate. With the help of Artificial intelligence and High performance computing.

SKILLS

- IT Service Management
- IT Service Delivery
- Customer Service
- Algorithms Analysis
- Big Data Analysis and Visualization
- Business Applications Implementation
- Data Analytics
- Web Development
- Research
- Software Engineering
- Programming
- Procurement

REFERENCES

Mr. Shamlan Alshamlan

Service Desk Team Supervisor – Saudi Public Investments Fund (PIF)

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