



Profile

I am a dynamic business oriented, Saudi national, interested in enhancing the use of technology in our daily lives. Worked on several projects in many fields, i.e., Physical Security, ERP Systems, E-commerce, IT Manpower Recruiting and IT Service Management.

Contact

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Personal information

Name
Faris Suliman Ali Dowayraat
Birthdate
9 Nov 1994
Nationality
Saudi
Marital Status
Single

Languages

Arabic
English



FARIS SULIMAN

IT Service Management Specialist

Experience

Command Center Analyst

HCL Technologies | Nov 2020 - Present

Client: Ministry Of Finance / National Center for Government Resources

- Monitoring and handling alerts in the real time.
- Analyzing the severity of the incidents.
- Proactive reporting.
- Connecting teams through a bridge call to resolve major incidents.
- Drafting daily reports.
- Ensuring that all SLAs are met.

Administrative Assistant

Jomla | Sep 2020 - Nov 2020

- Documentation.
- Providing support for the customers.
- Updating products information.
- Data entry.

ERP Junior Functional Specialist

Open Technologies | May 2019 - Mar 2020

- Analyzing clients requirements.
- Odoo databases testing.
- Assisting in creating user manuals and business proposals.
- Conducting user training.

Software Developer

Open Technologies | Apr 2019 - Aug 2019

Designing and developing Odoo applications and modules.

Help Desk Support

Construction & Development LTD. | Jun 2017 - Aug 2017

Practical training that focused on providing an IT support to the employees.

Education

Bachelor in Information Systems

Al-Imam Muhammad Ibn Saud University, Riyadh | Sep 2012 - May 2018

Certification

Axelos

ITIL® 4 Foundation Certificate in ITSM

Effective from: 29 Jun 2022

Certificate ID: GR671412320FD

Faris Suliman

Skills

IT Service Management	●●●●●
Odoo ERP System	●●●●●
System Analysis & Documentation	●●●●●
Quality Control	●●●●●

Programming Languages

Python	●●●●●
C++	●●●●●
HTML5 \ CSS3	●●●●●
Java Script	●●●●●
PHP	●●●●●

Projects

Feb 2017 -
Dec 2017

Tile Security System (TSS)

College of Computer & Information Sciences

Worked within a team to accomplish a graduation project (Non-Commercial) in the field of physical security.

Jun 2019

End of Service Reward Calculator

Open Technologies

Motivational Task: My manager challenged me to write a program that calculates the end of service reward (in Python). I have done it, I have applied all the cases correctly according to the Ministry of Human Resources and Social Development calculator.

Jun 2019 -
Jan 2020

Odoo ERP System Implementation

Client: Enjaz Co.

Role: Junior Functional Specialist

Duties:

- Requirements analysis and documentation.
- Assisting in the demonstration process of the system.
- System errors detection.
- Translating the terms to Arabic.
- Creating user manuals for the desired modules.
- Training the users to use the system.

Jan 2020 -
Mar 2020

IT ManPower Recruitment

Client: Accenture

Role: Recruitment Assistant

Duties:

- Assisting in the candidates selection process.
- Filtering candidates' resumes.
- Screening the candidates.
- Scheduling job interviews to the candidates

Courses

Nov 2021

ITIL 4 Foundation

Ministry of Communication & IT, Online Course

Sep 2021

DevOps

Ministry of Communication & IT , Online Course

Sep 2020 -
Oct 2020

PHP Web Development

DSC Jazan University, Online Course

Jul 2020 -
Oct 2020

Blockchain Strategist

Software Development Academy, Online Course

Dec 2018 -
Jan 2019

CCNA - CCNA Security - ITIL 3

Ministry of Communication & IT, Riyadh

May 2018 -
Nov 2018

Full Stack Developer

Udacity, Online Course

Apr 2017

IBM SPSS Workshop

College of Computer & Information Sciences, Riyadh