OBJECTIVE

I am seeking to leverage my expertise as an IT Professional to improve the quality of IT services and gain more valuable insights to my overall knowledge.

C O N T A C T

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RIYADH, KSA
📍

E D U C A T I O N

SAUDI ELECTRONIC UNIVERSITY
B.S Health Informatics

MARWAN ALANZI

DIGITAL CHANGE MANAGEMENT AND UAT SPECIALIST

❖ CERTIFICATIONS

Project Management Professional PMP

Credential ID 3199631

CERTIFIED ETHICAL HACKER v11

Credential ID ECC8167403259

COMPTIA CYBERSECURITY ANALYST+

Credential ID COMP001021937443

❖ EXPERIENCE

DIGITAL CHANGE MANAGEMENT & UAT SPECIALIST

➢ *ZAKAT, TAX AND CUSTOMS AUTHORITY (June 2021 – Current)*

- Support Digital Transformation system planning, testing, deployment, implementation, and change management.
- Apply a change management process to support user acceptance and adoption.
- Conduct change impact analyses and assesses change readiness.
- Manage the change management plan including tasks such as producing deliverables in line with the project timeline, conducting change impact assessments at the process and sub-process level, and ensuring project plan includes change-related dependencies.
- Evaluate and ensure user adoption and readiness.

TRAINER AND MEDICAL AUTOMATION ANALYST

➢ *VINNEL ARABIA (MARCH 2014- June 2021)*

- Train staff and manage resource for automation auditing, system optimization, workflow optimization and new system implementations for the Health Affairs Division.
- Independently perform analysis and support of information and automation to maximize medical services.
- Serve as a staff expert regarding automation system functions, implementation, optimization, bugs, enhancements, and problem solving.
- In conjunction with management, establishes policies, procedures, standards, and objectives for automated systems and processes that increase employee efficiency and effectiveness.
- Responsible for IT Service Management and its related processes: Incident management, Request Fulfillment, Problem Management, Configuration Management, Change Management, and Knowledge Management.
- Perform other related duties assigned by the direct supervision.

SKILLS

Problem Solving
Project Management
Programming
Cybersecurity