

**IT Service Management | IT Service Delivery | ITIL | Cloud Computing | Operations & Maintenance | Data Analytics | Telecommunications | Project Management | HPC**

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## ***Work Experience***

### **KBR, Saudi Arabia**

#### ***IT Service Desk Manager***

05/2019-Present

- Leading regional Service Desk team.
- Build and develop the project team to ensure maximum performance, providing purpose, direction, and motivation.
- Lead projects from requirements definition through deployment, identifying schedules, scopes, Change Requests, project implementation plans, and Milestones completions.
- 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.
- Liaise with senior customers personnel as part of operational support to ensure high level of service delivery.
- Produce and raise regional performance reports to higher managers, customer and stakeholders.
- Drafts and maintains policy, standards and procedures for the Service Desk and incident management using ITIL.

### **AIRBUS, Saudi Arabia**

#### ***Network Engineer***

11/2018-05/2019

- Providing user support and customer service on company-supported computer applications and platforms.
- Troubleshooting problems and advise on the appropriate action.

### **Raja Arabia Ltd, Saudi Arabia**

#### ***IT Officer***

02/2015-02/2017

- Data Analysis (Business Intelligence) for Sales.
- Implementation of new ERP system for the company (Sales, Accounting(VAT) and HR).
- Delivery of walkthrough training to the employees on the ERP System.
- Redesign the website (www.raja.com.sa)

### **Saudi Aramco, Saudi Arabia**

#### ***IT Problem Manager (Cooperative Training Program)***

07/2017-Present

- 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

## ***Education***

MSc. High Performance & Cloud Computing, (2022), King Fahad University of petroleum and Minerals  
BSc. Computer Science, (2017), Prince Mohammad Bin Fahd University

### ***Top Skills***

- CRM
- Customer Service
- Technical Support
- IT Service Delivery
- Project Management
- ITIL
- Incident Management
- Service Request Management
- Quality Management
- Resource Planning
- People Management
- Leadership
- Negotiation
- Conflict Resolution

### **• *Languages***

- Arabic, Native
- English, Bilingual (IELTS Supported)