

Mohammed Alhuwaidi

Personal info

Date of birth: 04/06/1995
Nationality: Saudi
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Martial status: Married

Education

King Saud University

Bachelor degree of Computer and Information Sciences
In the field of Applied Information Systems track of Data Science, King Saud University

Work experience

03/2019 – 12/2019
Riyadh, Saudi Arabia

System Analysis

Ministry Of Labor and Social Development

Throughout the 9-months training period, I learned the SRS, BRS and FRS method and learned how these models work, I mastered how these models work on real-life events and made some projects based on these models

12/2019 – 11/2020
Riyadh, Saudi Arabia

Direct Sales Consultant and VIP Zain

- Achieved the best selling performance of the month.
- Clients service and reminding customers to pay on time.
- Developed and maintained relationships with customers
- Representing the company in sales locations

01/2021
Riyadh, Saudi Arabia

Network Change Management Engineer Huawei

- Viewing of all the change request (RFC's) and provide the approval regarding the priority of the change request (Minor, Medium or Major).
- Change Management Process Adherence & Reporting.
- Lead efforts with tracking and resolving problems related to process, tools and software baselines.
- Provide training and documentation to Application Developer on the CM process method
- Managing and conducting periodic change review meetings.
- Discussing the Major NW Changes one by one with the RFC owner and other operation teams.
- Validating the impact of the NW changes and checking the conflict status with RFC owner and other operation/Projects teams
- Communicating the process to the CM requesters and leading them to strictly follow the customer process to assure that Zero NW accident due to change management approval process
- Cross matching the unplanned NW Change requests with the reserved one and confirming with all counter parts the conflict status
- Issuing of Major activities agenda in advance with Zero conflict status between the planned Major changes
- Table the entire request (Previous & Current) for CAB (Change Advisor Board)

Work experience

meeting.

- Convenes urgent CAB or ECAB meetings for all urgent RFCs .
- Updates the change log with all progress that occurs, including any actions to correct problems and/or to take opportunities to improve service quality
- Reviews all implemented changes to ensure that they have met their objectives; refers back any that have been backed out of have failed
- Reviews all outstanding RFCs, analyze change records to determine any trends along with the closing of RFC's and then producing regular management reports
- Achieving the monthly/weekly target and hurdle for the approval SLA and ESR for Change management SLA
- Minimizing the RFCs violation by the continuous follow up with NOC and RFC owner
- Assurance of NW Freeze during VIP events

Certificates

03/2021

Cisco Certified Network Associate(CCNA)

Personal Skills

- Excellent qualities such as teamwork, leadership, negotiation, analysis, and communication with an ability to work under pressure.
- Business sense and good decision maker.
- Very high sense of obligation and responsibility.
- Mature, creative, Flexible and ability to learn

Languages

- LANGUAGES

English

Arabic