

Nasser Alawami

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Professional Summary

Experienced Information Technology professional with 5+ years' experience in leading in-person and remote teams. Seeks to employ top-class skills at reputable organization. In current role, improved team's effectiveness by 25% via identifying and resolving a bottleneck.

- Certified Project Management Professional  **PMP**
- Six Sigma Green Belt Certified
- Customer Relationship Management
- Innovative, competitive, and self-motivated
- Team Player and a Team Leader
- Strong judgment, critical and strategic thinking abilities
- Very quick to adapt

Experiences

09/2020 – Present

Operations Excellence Team Lead at RASAN Information Technology



- Key member of the Operations Excellence department and Team leader
- Manage the day-to-day running of business operations
- Enhance the customer experience and ensure smooth and efficient service delivery
- Improving internal and external clients' processes

03/2018 – 10/2019

Project Management Strategic Initiatives.

SAP Digital Business Services 'DBS' Middle East North



- As a Project Management Officer at SAP DBS Office, I lead and collaborated with team members to conduct multiple projects
- **SAP Multi-Resources Scheduling (MRS) and SAP Cloud** implementation
- and **SAP HANA Enterprise Cloud (HEC) Migration** projects for power and water utility government owned company (MARAFIQ)
- Verified work achieved during all project phases
- SAP market unit Strategic Key Performance Indicators (KPIs) holder
- Created a **dashboard system** using **excel**, which aimed to track and verify the progress of each of the KPIs and the overall impact
- Managed the KPIs with local and global teams; and delivered outstanding results
- SAP Global Experience Management Engineering (XME) Office as SAP Experience Management Ambassador (XMA)
- Completed training and got certified as **SAP Activate Project Manager**

11/2017 – 02/2018

Business Process Consultant at SAP



- SAP Young Professionals Program (YPP) award winner
- Completed in-person **SAP SuccessFactors Employee Central (EC)** and **SAP Ariba Procure to Pay (P2P)** trainings and became certified in the solutions
- Completed a world class Communication and presentation skills by Alan Carroll and Associates
- Trained by SAP professionals for Internal **SAP sales cycle** and **Design Thinking** workshops with focus on business model courses

09/2017 – 11/2017

English, Computer and Math. Instructor in Tahtheeb Private Schools

Taught and Educated students in Mathematics, English, and Computer, applying a variety of instructional techniques, including hands-on curriculum. Furthermore, I communicated regularly with parents and guardians about student progress, working to involve parents in educational goals.

Certifications

- **PMP “Project Management Professional” Certified** from Project Management Institute
- **Six Sigma Green Belt Certified Professional** by The Knowledge Academy
- **Scrum Fundamentals Certified (SFC)** by SCRUM study
- **Google Developer Day: IoT, Flutter, ML – Google Cloud Developer Saudi Community**
- **SAP Certified Associate – SAP Activate Project Manager**
- **Certified Blockchain Expert** by Blockchain council
- **SAP Certified Application Associate – SAP Ariba Procurement**
- **SAP Certified Application Associate – SAP SuccessFactors Employee Central**
- **The Basics of Data for Analytics** by LinkedIn
- **Industrial Safety Basics** by Jubail Technical Institute
- **Completed 40 training hours for RMP “Risk Management Professional” certification**



Education

2013-2016, University of Wyoming, USA

B.S. In **Computer Science**

Graduated on the **12th of August 2016**



Skills and Strong points

- Highly organized and meticulous IT Professional
- Data Infographics and visualization
- Problem solving and Design Thinking
- Great communicator and planner.
- SAP Customer Relation Management (CRM)
- SAP Activate Project Management.
- Hands-on experience with hardware and software
- Eclipse, Aptana Studio, Code Blocks, Microsoft Office programs, such as Excel, Word, and PowerPoint.
- Client-Side web programming; using HTML, CSS, and JavaScript
- Basics of Computer Networking

Language Skills:

- Confident in addressing small and large audiences; presented multiple times using a variety of techniques such as: PowerPoint, Online Live Presentations (Teams,ZOOM, Skype)
- Solid writing skills in both Arabic and English Languages

Community Volunteer/Member

2020 - Present	Member of the Project Management Institute (PMI)
2020 - Present	Ministry of Health Volunteer
2018 - Present	SAP Experience Management Ambassador.
2018 - Present	SAP Alumni network.
2013 - Present	Member of the National Society of Collegiate and Scholars.
2011	King Fahad University of Petroleum and Minerals public services day.

Additional Highlights

- **Senior Design Project:** NASA RASC-AL Robo-Ops;
 - During the project I worked with in the Computer Science team alongside Mechanical Engineering, and Electrical Engineering teams. We worked in parallel in designing, planning, and executing the project.
- Highly self-motivated, hardworking, flexible, and reliable.
- Absorbing and learning new materials in a short period.
- Outgoing and a friendly person with great team work skills.
- Ability to develop strong relationships with co-workers and clients.

Interests and activities

Technology, Marketing, Social-Media, Traveling, Designing, Photography.