



RIZA YAHYA  
TECHNOLOGIST

Sharjah, United Arab Emirates  
+971563475533  
rmyahya@me.com  
linkedin.com/in/rmyahya

SKILLS

- IT Management
- Project Management
- User Interface
- Analytics
- Email Marketing
- Agile
- Front End
- SOX Compliance

CERTIFICATIONS

- Google Analytics IQ (2018)
- ITIL v3 Foundation (2011)
- Disaster Recovery Professional (2010)

UAE DOCUMENTS

- Residence Visa (2014)
- Driving License (2015)

REFERENCES

Can be provided upon request

EXPERIENCE

- AUGUST 2015 - PRESENT

Aurea Software - Austin, TX (Remote)

Deliverability Analyst

  - Suggested clients with methods and best practices that will improve campaign results.
  - Optimize and identify opportunities that increases open rates, click through rates, visits and sales in email.
  - Implement testing and segmentation strategies into email marketing campaigns.
  - Reduced numbers of SPAM blocks.
  - In addition, also interning as Product Manager for the past 6 months.
- DECEMBER 2014 - MARCH 2017

The Nielsen Company - Sharjah, UAE

Consultant, Consumer Insights (Project Based)

  - Initiated and created new design, format and simplified calculation from aggregated data.
  - Visualized complex analysis into an easily understandable Excel and PowerPoint documents.
- APRIL 2011 - OCTOBER 2014

Kantar IT Partnership - Jakarta, Indonesia

Service Manager - Indonesia & South East Asia Project Management Lead

  - Lead Southeast Asia Project Management team of 6 and delivered over 250 projects for 5 countries.
  - Managed Indonesia service support team of 3, covered 4 operating companies with over 500 users.
  - Consolidated and virtualized 20+ servers which reduced IT opex by 30%.
  - Piloted and migrated local Exchange servers to Gmail.
  - Initiated and executed VoiP project that reduced over 50% of telephony expenses.
  - Managed a combined annual budget of approx \$1mil.
  - Successfully lead 3 office move projects from planning to execution with no downtime.
  - As Interim Manager for Kantar ITP Malaysia, recruited replacement for Manager and knowledge transfer to existing staff within 3 months.
- DECEMBER 2010 - MARCH 2011

ChildFund International - Jakarta, Indonesia

IT Consultant

  - Presented new IT strategic plan and proposed system enhancements.
  - Improved communications between IT support and users, ticket resolution and project status to management.
  - Knowledge transfer to existing IT staff.
- JULY 2008 - DECEMBER 2008

Oxfam Australia - Dili, East Timor

IT Consultant

  - Working side by side and knowledge transfer to a local IT staff, covered 3 offices with 25 users.
  - Successfully negotiated and initiated a workable scheme to elevate IT as a business partner
  - Connected 2 remote offices into a single mesh, enabling all offices to communicate and cost telecom costs.
  - Trained additional 2 logistics staff in 2 remote office as local IT contact point for guided support.
- SEPTEMBER 2005 - MARCH 2008 & AUGUST 2009 - MARCH 2010

Oxfam International - Jakarta, Indonesia

IT Officer

  - Implemented backup system with 100% success restore requests in both trials and real life incidents in 2009.
  - Improved documentation of IT policy & procedure which was replicated within South East Asia region.
  - Established local onsite IT training and provided on demand IT training to staff and local community.
  - Maintained IT Network & Infrastructure which saw reduced IT Opex up to 15% for 2006.
  - Simplify yet modernize IT support system from unorganized visits to ticket queuing system.

EDUCATION

- 1996 - 1999

Universitas Syiah Kuala - Aceh, Indonesia
- Mechanical Engineering