

## **Saeed Mansour Alqahtani**

Saudi Arabia, Asir - Ahad Rafidah 61974

Mobile: +966 563593834

Email: [saeed.mq517@hotmail.com](mailto:saeed.mq517@hotmail.com)

### **Education**

- |                             |   |
|-----------------------------|---|
| <b>July 2014 – Dec 2016</b> | Monash University, Caulfield, VIC<br><b>Course: Master of Business Information Systems</b>  |
| <b>July 2012 – Mar 2014</b> | Federation University, Ballarat, VIC<br><b>Course: Bachelor of Information Technology</b>   |
| <b>Jan 2006 – Feb 2008</b>  | "New Horizon" ALKaleej Training and Education Institute, Abha, Saudi Arabia.<br><b>Course: Diploma of Computer Science – Network Technology</b> |
| <b>Jan 2006 – Sep 2008</b>  | King Khalid University, Abha, Saudi Arabia.<br><b>Course: Diploma of Business Administration</b>  |

### **Skills Summary**

#### **Conflict and Changes**

- High experienced with bank customers in Saudi bank with their problems and talk with the parties involved at the same time, seek a solution, and keep a record of any legal concerns
- Experienced working in a team that has multicultural, different backgrounds, different personalities, and different countries.

#### **Problem solving**

- Experienced with the process of working through details of a problem to reach a solution.
- Analytical aspects in solving IT issues, ability to collect and analyze information, problem-solve, and make decisions.
- Experienced in call center at Saudi bank and solve the problems between the customers and bank.

#### **Communication skills**

- Verbal – over phone, experienced to deal with others over the phone and find a solution.
- Written – ability to write a professional email, and reports.
- Languages – fluency in English and Arabic.
- Experienced at Saudi bank in call center department, high level experience of how to deal with other people and make them happy with the organization that I have work with.

## **Language**

- Fluent in written and spoken Arabic.
- IELTS – English written and verbal (in present).
- High-level intercultural negotiation skills obtained through extensive travel, study and living in both developed and developing countries.

## **IT skills/technical skills**

- Languages: Java, python, XML, C++, CSS, JavaScript, SQL, HTML, UML, ASP.NET – MVC, and Bootstrap.
- Operating systems: Windows XP, Windows 7, Windows 8, Windows 10, and Mac OS X.
- Tools: Dreamweaver, Rational Rose, SAP, and MS Project.

## **Work Experience**

<b>Jan 2016 – currently</b>	Australian Computer Society (ACS). <b>Position:</b> ACS Membership
<b>Jul 2016 – Nov 2016</b>	<b>Monash University, Caulfield,</b> (industry experience project) <b>Position:</b> Group manager <b>Responsibility:</b> overall responsibility for the successful initiation, planning, design, execution, monitoring, controlling and closure of a project.
<b>Sep 2009 – Oct 2010</b>	Al-Rajhi Bank - Riada Co. (Al-Rajhi Project). <b>Position:</b> Customer Services <b>Responsibility:</b> receive customers calls and help them over the phone. <b>Achievement:</b> strong communication skills, solve problems, and deal with others.
<b>May 2009 – May 2009</b>	Etisal International in Customer Services and Banking Products (40 hours). <b>Position:</b> Customer Services
<b>Mar 2009 – May 2009</b>	Supply Company of Arabian trading supplies. <b>Position:</b> Marketing and Sales <b>Responsibility:</b> records daily information of sales and report it to the department of sales.

## **Professional Development**

<b>Apr 2013</b>	Certificate of Excellence from the University of Ballarat for Introduction to IT Project Management.
<b>May 2013</b>	Certificate of Attendance from the University of Melbourne in Managerial Leadership Workshop.

<b>Sep 2012</b>	Training Certificates from the Australian Career Training Institute in recognition of valuable contributions to Human Resources Management courses (full list of certificates available upon request).
<b>Jul 2008 – Aug 2008</b>	Cooperative training program Saudi Telecom Co in Business Administration.
<b>Jan 2016</b>	Membership of Australian Computer Society.

### **Technical Qualifications**

<b>Jan 2008</b>	Certificate of Microsoft course " Implementing a Microsoft Windows Server 2003 Network Infrastructure" (2277)
<b>Jan 2008</b>	Certificate of Microsoft course "Deploying and Managing Microsoft Internet Security and Acceleration Server 2000. (2159 ISA)
<b>Dec 2007</b>	Certificate of Microsoft course " Implementing, Managing and Maintaining a Microsoft Windows Server 2003 Network Infrastructure" (2276)
<b>May 2007</b>	Certificate of Microsoft course " Managing and Maintaining a Microsoft Windows Server 2003 Network Environment" (2273)
<b>Mar 2007</b>	Certificate of Microsoft course " Implementing Supporting Microsoft Windows XP Professional" (2272)
<b>Feb 2007</b>	Internet and Computer Course Certification (IC3).

### **Referees**

Referees are available upon request.