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Professional Summary

A professional Project Manager with 15 years of experience in the IT industry. Specialties include Project Execution, Operational Excellence, and Stakeholder Engagement. Recognized for the ability to administer and manage several projects simultaneously and guiding up to 100 team members on large-scale projects. Proven track record in achieving 97% in client satisfaction. Holder of key industry certifications “PMP & RMP” and a BSc degree in MIS.

Core Competencies

Project Management ★ Contracting & Negotiation ★ Project Charters & Plans ★ Client Relations ★ Vendor Relationship Management ★ Risk Management ★ Change Management ★ Cross-functional Collaboration ★ Team Leadership ★ KPIs ★ SOPs ★ Reporting ★ MS-Project

Large Accomplishment Projects

- Bupa Arabia for Cooperative Insurance - worth 600K USD
- Jarir Marketing Company - worth 750K USD
- National Water Company (NWC) - worth 1.7M USD
- SAUDI BRITISH BANK (SABB) - worth 1.9M USD
- Zamil industrial Co. - worth 1.2M USD
- "ATMS" Advanced Traffic Monitoring & Safety. - worth 20 M USD
- "ATVAM" Automated Traffic Violations Administration & Monitoring. - worth 17M USD

Professional Experience

Canon Saudi Arabia - Riyadh, KSA

MPS Senior Project Manager

2019 - 2022

- Nurtured relationships with 100s of clients, demonstrated high standards in leadership & correspondence.
- Studied and analyzed 150+ contracts, developed understanding of SOW & created project charters.
- Scheduled internal meetings with the Project Management team to express & communicate overall requirements, timeline, and key milestones of new projects.
- Chaired kick-off meetings with the internal & client teams and arranged meetings with other core departments to cascade and present conclusions.
- Designed project plans and acquired approvals in coordination with the client, and delivered presentations.
- Monitored the project workplans, tracked budgets, reviewed quality & deliverables, and updated dependencies on the system throughout the project activities.
- Ensured adherence to specific methodologies during the implementation of projects at the PMO, managed overall finance, resources, and reported project metrics.
- Directed a team of 20+ members from system engineers & technical professionals, and cross-hired other members from different departments locally & abroad as per project needs.
- Followed-up on deliverables - through weekly meetings - with the project management team, marketing, operations, and technical departments, and ensured adherence to project timelines and specifications.
- Assessed risks and resolved issues in a timely manner in cooperation with the concerned stakeholders.
- Maintained project documentation, outlined & conveyed lessons learned, and reported to the management.
- Facilitated & supervised the delivery of client training sessions, led the handover of projects worth 9.4M USD and acquired Project Acceptance Certificates (PAC).

- Reduced project costs by 17% through consolidating incidentals, resource planning and managing quality.
- Developed & tracked key performance indicators (KPIs), evaluated the annual improvement of the team.
- Created internal Standard Operating Procedures (SOPs) for the PMO to facilitate effective governance.

Saudi Technology and Security Comprehensive Control Co. Ltd. - Riyadh, KSA

Project Manager

2015 – 2019

- Administered the ATMS Project (Advanced Traffic Monitoring & Safety) at 250+ different sites.
- Collaborated with the Traffic Police Department throughout the central region (Riyadh, Qassim, & Kharj) on installation requests of “Fixed Speed” and “Red Light & Speed on Green” Programs.
- Cooperated with 5 third party vendors on the execution of civil work, supervised & reviewed deliverables.
- Received and evaluated project plans from vendors and monitored day-to-day project activities.
- Liaised with a team of 70 members from Civil & Communications Engineers, Technicians, and Project Coordinators to conduct site surveys.
- Accompanied the PMO during site inspections, maintained all documentation of official letters.
- Liaised with the vendors and the technician team on the final testing and handover of the project.
- Maintained relationships and ensured engagement of all stakeholders throughout the project lifecycle.

Al Masaar Communication & Information Technology - Riyadh, KSA

Project Manager

2010 – 2015

- Administered the ATVAM project (Automated Traffic Violations Administration & Monitoring) at 150+ different sites throughout the central region.
- Constructed 100s of site drawings & furnished drawings to the traffic department PMO for final approval.
- Defined and assigned tasks on 14 team members, followed-up on the execution, and tracked progress.
- Coordinated with 90 local authorities on acquiring authorizations, generated final permits for the project.
- Managed relationships with contractors, evaluated proposals & appointed vendors for project deliverables.
- Reviewed final invoices from contractors, audited, and confirmed quantities & prices.
- Directed activities with the relocation, maintenance, and QA teams to ensure streamlined operations.
- Processed client requests of annual maintenance activities throughout the project.

Optimiza - Amman, Jordan

Technical Support & Service Logistics Engineer

2007 – 2009

- Facilitated the diagnosis, repair, and maintenance of devices throughout 5 universities in Jordan as per tender agreements.
- Acted as a team leader on the Service Center Workshop, tracked the turnaround time of repair & services.
- Directed a team of 5 members and coached an average of 10 university graduates per semester.
- Managed logistics as an ACER and HP partner in Jordan and ensured timely delivery of spare parts.

Education

Bachelor’s Degree in Management Information Systems

08/2006

Philadelphia University - Amman, Jordan

Certifications

Risk Management Professional (RMP) – Project Management Institute (PMI)

01/2022

Project Management Professional (PMP) – Project Management Institute (PMI)

09/2021

Languages

Arabic: Native | **English:** Professional Working Proficiency