

# Muhannad Mansour Tayeb

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## OBJECTIVE

A growth oriented and challenging career, where I can contribute my knowledge and skills to the organization and enhance my experience through continuous learning and teamwork.

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## EDUCATION

### **Bachelor of Arts, Specialization in Economics (4-Years Degree)**

Laurentian University, Sudbury - Canada  
*January 2012 - June 2016*

### **High Diploma in IT Networking (2Year Degree)**

ALEMDAD HIGHER INSTITUTION (Technical and Vocational Training Corporation), Jeddah – Saudi Arabia  
*June 2023 – January2025*

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## EXPERIENCE

### **SAR - INDRA Company (Haramain High-Speed Train Project) – (Automatic Fare Collection)System Team Leader Engineer**

*June 2021 – Present*

- I'm the team lead for AFC ticketing and customer engagement system.
- My tasks include operational support, customer engagement, stakeholder management including clients and operators, software release management, and team collaboration.
- I lead a team of 8 members onsite engineers involved in managing the activities and tasks assigned to the team from maintenance to operational support in OCC, stations, Back office, etc.
- Direct contact with the client giving support to all sales collection channels: TVM, TOM, Portal Web, Apps.
- IT support.
- Analyze Payment Reports.
- SAP program (adding user to CRM and reconciliation Report monthly and adding new roles for new users), CCS, TIBCO Jasper Report for following the booking history and the payment details and other reports, CMMS (creating service request, incident, and work order).
- Supporting contact center.
- Oracle through the jump server (Adding PRM ID's, creating group agents, following up status of bookings, fixing records of the reservation).
- following up and troubleshooting the system claims.
- Payment Gateway services – analyzing the payment process.
- analyzing SMS reports.
- Testing new software versions for mobile apps and other sale channels before its release.
- Experienced in JIRA.
- Utilizing MobaXterm and PuTTY for examining system performance through fundamental Linux commands.
- Reviewing Key Performance Indicator (KPI) reports on a monthly basis.

### **National Commercial Bank – Engineer End-User Support**

*March 2020 – March 2021*

- Operation system: Windows OS, MS.
  - IT support.
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- Configuring and installing system.
  - Helping user to configure their PC.
  - Network support.

**Autumnwood Canada best value inn – Night Audit**

*April 2019 – January 2020*

- Daily Finance report and closing account.
- Organizing customer demand.
- Responsible with hard duty task.

**Laurentian University – Teacher assistant**

September 2016 – August 2017

- Assisted students.
- Held Office hours.
- Graded exams.
- Invigilated Exams/ Imported grades in the system/ Calculated final grade of each class.

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**TRAINING AND CERTIFICATES**

**Training at ALJAZIRA BANK – Customer service and teller.**

*May 2018 – August 2018*

**Financial Modeling using Microsoft Excel**

October 23,2020

**ITIL 4 Foundation Certified**

June 01,2025

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**SKILLS**

**Language** – Arabic, English.

**Computer Skills** - Microsoft Office, SAP, SOAPUI, Oracle developer, JIRA, Scripting, SQL, Query analyzing, Troubleshooting.

**Soft Skills:**

- Communication.
- Decision Making.
- Time Management.
- Self-motivation.
- Conflict Resolution.
- Leadership.
- Adaptability.
- Teamwork.

**Personal Interests** – Languages, Music, Soccer, Reading...etc.

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