

Bader Alwagayan

▶ Experience

18+

▶ Location

Riyadh, Saudi Arabia

▶ Phone

966558353335

▶ Email

bwagayan@gmail.com

▶ Education

*The Associate Degree of College
of Technology in Technical Support
– Riyadh Technical College, Saudi
2003*

About

+18 years of IT / Telecom Experience on Project Management, Applications support and Systems Analyst. Excellent in-depth analysis, application documentation, Experienced end-to-end development life cycle, and constructing detailed project outlines for customer guidelines to utilize the latest technologies in this field. Strong background in project management and customer experience.

Professional Experience

July 2020 – June 2022

Company name- Zone Trading

Company - KSA

Position- Project Manager

Oct2011- Dec2019

Company name- MOBILY

Telecom Company– Riyadh,
KSA

Position- Product Technical
Support professional

Dec2010- Oct2011

Company name- El –Sief

Engineering Contracting
Company

Position- IT Support Specialist Site

May2004-nov2010

Company name- Saudi Telecom
Company (STC) - Riyadh – KSA

Position- IT Application Specialist

Jan2003- Jul2003

Company name- Soft FM
Company – Riyadh – KSA

Position- Technical Support
Specialist

Implementation Projects

Zone Trading Company - Riyadh, Saudi Arabia

- ▶ Project Management
- ▶ SSO Implementation
- ▶ iSupplier Portal Implementation
- ▶ ERP Management
- ▶ Incident Management & Problem solving
- ▶ Stakeholder Management
- ▶ Technical Support process & SLAs
- ▶ Change Management
- ▶ Engineers visits - Phase2 Project

MOBILY Telecom Company– Riyadh, Saudi Arabia

- ▶ Project Management
- ▶ Oracle Siebel CRM support and analyst
- ▶ Change Request
- ▶ Release Management
- ▶ Products process & Support
- ▶ Business System Analyses
- ▶ Application Technical Support
- ▶ Systems Monitoring & Technical Reports
- ▶ Incident Management & Problem solving
- ▶ Technical documentation & User Guides
- ▶ Users Access & Privileges
- ▶ UATs - Test - Quality

El –Sief Engineering Contracting Company– Riyadh – Saudi Arabia

- ▶ System Administrator.
- ▶ Software & Hardware support.
- ▶ Mobilization For site.
- ▶ IT Infrastructure Projects.

Saudi Telecom Company (STC) - Riyadh – Saudi Arabia

- ▶ Systems Analyst and support.
- ▶ Projects: (Time & Attendance System, HR ERP System (in house development), Sales Application, Device Management Center, Call Collect & call me Services).
- ▶ Developing Oracle Reports.

Soft FM Company – Riyadh – Saudi Arabia

- ▶ LAN Administrator and Networks Configuration.
- ▶ Software and hardware Maintenance.

Training

- ▶ PMP: Project Management Professional.
- ▶ Problem Solving & decision Making
- ▶ Managing outsource
- ▶ Introduction to Oracle PL/SQL
- ▶ Oracle 9i, Forms & Reports
- ▶ Oracle Siebel CRM

Other

Personal skills

- ▶ Learning
- ▶ Motivate

Languages

- ▶ Arabic
- ▶ English