

## CONTACT

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Riyadh, Saudi Arabia



## EDUCATION

### KING SAUD UNIVERSITY

Diploma of  
Communication &  
Computer Network  
2007



Credential #3024064

# FIRAS M. ALNASIR

## PROJECT MANAGER



## OVERVIEW

Experienced Project Manager with a demonstrated history of working in the information technology and services industry. Skilled in Negotiation, Analytical Skills, Management, Networking, and Teamwork. Strong program and project management professional with a Diploma of Communication & Computer Network from King Saud University and PMP certificate.

## EXPERIENCE

### PROJECT MANAGER

(Jan 2017 - Until now) Solutions by STC

Managing projects as per PMI standard to meet client expectation and company goals, over 8 projects with MOH and other clients with an allocated budget of nearly 700 M SAR.

### IT OFFICE AUTOMATION

(Mar 2013 – Jan 2017) Advanced Electronics Company

Simply my role was to proceed with end-user service requests and look for new solutions that meet their expectation and needs then I start it to be a project.

### IT HELP DESK AGENT

(Jan 2009 – Mar 2013) Advanced Electronics Company

Provide support to the internal end-user [Network, endpoint devices, and applications].

## SKILLS



### WORK EXPERIENCE

#### **Project Manager | Solutions by STC - Riyadh**

January 2018 – Until now

My responsibilities here are:

- Foster positive relationships with our customers.
- Help clients implement services and plan projects effectively.
- Ensure that contract terms and conditions are met.
- Address customer issues with speed and efficiency.
- Work with sales teams to generate new business.
- Prepare reports on project performance.
- Monitoring project activity and progress as well as the budget flow.
- Dealing with vendor's activities.
- Dealing with HR Manpower activities.

Projects I handled:

1. Data Network Operation for STC. [3 Years Contract].
2. Managing and Operate 40 Hospitals around Saudi Arabia [Data center, Infrastructure, Manpower]. [3 Years Contract].
3. Provide a Managed Services for King Saud Medical City Infrastructure. [3 Years Contract].
4. Managed Services for over 1400 PHC (Primary Healthcare Center) sites. [3 Years Contract].
5. Managed Services for 15 Hospital in Qassim. [1 Year Contract].
6. Managed Services for 15 Hospitals in Riyadh. [5 Years Contract].
7. Implementation and operation for collaboration services to Panel of Expert. [3 Years Contract].
8. VSAT project for Arabsat. [8 Months contract].

#### **Project Administrator | Solutions by STC - Riyadh**

January 2017 – January 2018

- Ensuring that projects are run in compliance with the Organisation's requirements.
- providing guidance to project teams.
- Maintaining and integrating project plans.
- Tracking & reporting overall progress.
- Administering the project budget.

- Planning & scheduling resources for a group of projects monitoring resource utilization.
- Invoicing and payment process.

### **IT Office Automation | Advanced Electronics Company - Riyadh**

March 2013 – January 2017

- Renovation and equipping more than 25 meeting room with latest technology like smart boards, projectors and meeting room reservation system.
- Processing employee requests, making sure it's compatible with company policy.
- Understanding end-user requirements very well and looking for alternatives solutions if needed.
- Recommends office automation hardware and software to user departments.
- Figures cost of office automation systems as they relate to the limitations of the user departments.
- Develop and Negotiate maintenance contracts.
- Evaluates new hardware and software products
- Acts as coordinator between end user and vendor if support cannot be provided directly.
- Develops procedures to ensure organizational flow of product use in user departments.
- Research, analyses, prepares reports and presentations for management.
- Ability to supervising team, usually I am doing IT Support Supervisor tasks daily.
- Negotiate with vendors to deliver best technology with best price.
- Working together with all IT team to make sure that we achieved our goals.
- Processing PRs via ERP system.
- I had represented my company in many technologies events "Gitex, HP & DELL".

### **IT Help Desk Agent | Advanced Electronics Company - Riyadh**

2009- March 2013

- Successfully manage a project of renovation infrastructure for Network by rearranging 2 Network zone "800 points" with almost zero downtime.
- Install and Configure Aruba RAP (Remote Access Point) at 3 remote regional sites.
- Provides hardware and software informational support when problems arise.
- Complete site preparation in multiple locations (LAN, Wireless, Printers and PC's).
- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware.
- Respond to queries either in person or over the phone.

- Prepared Dammam branch with full IT infrastructure requirements "Network, PCs, Printers and meeting rooms".
- Write training manuals.
- Walk customer through problem-solving process.
- Install, modify, and repair computer hardware and software.
- Run diagnostic programs to resolve problems.
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Follow up with customers to ensure issue has been resolved.
- Gain feedback from customers about computer usage.
- Run reports to determine malfunctions that continue to occur.
- Install and repair network printers.

### **Cooperative Training | Advanced Electronics Company - Riyadh**

2008

### **Administrative | Saudi Navy Forces - Riyadh**

2002-2007

## **PROFESSIONAL CERTIFICATE**

PROJECT MANAGEMENT PROFESSIONAL - Credential #3024064

## **TRAINING CORUS**

PMI® Agile Certified Practitioner | **3 Days**

2021

Prince2 Foundation & Practitioner | **8 Days**

2021

Project Management Professional – 6<sup>th</sup> Edition | **6 Days**

2020

Risk Management Professional | **4 Days**

2020

Governance Risk and Compliance [GRC] | **4 Days**

2018

ITIL Foundation | **3 Days**

2018

Project Management Professional – 6<sup>th</sup> Edition | **6 Days**

2017

Operations Management | **5 Days**

2017

Project Management Professional – 5<sup>th</sup> Edition | **8 Days**

2017

ITIL Foundation | **3 Days**

2013

Windows 7, Enterprise Desktop Support Technician | **1 Week**

2013

Creative Problem Solving And Decision Making | **16 Hours**

2011

Self & Time Management | **16 Hours**

2010

CCNA training | **1 Month**

2010

Interpersonal Skills | **16 Hours**

2009

Cooperative Training | **8 Months**

2008