

Hussam Mohammed Almusam

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Professional Summary

A junior IT professional with 3 years of experience in the banking industry. Specialties include IT Project Management, Contractor Relationship Management and Stakeholder Engagement. Recognized for follow-up, coordination and reporting capabilities.

Skills & Competencies

Project Management | Data Analysis | Vendor Relationship Management | Service Level Agreements (SLAs) | Operation Level Agreements (OLAs) | Maintenance Management | Incident Management | Installation & Configuration | Reporting | Public Relations | Cisco | MS-Office

Professional Experience

The Saudi Investment Bank - Riyadh, KSA
IT Supervisor (ATM Business & Operation)

08/2019 - Present

- Administered 450+ ATM, Deposit Machines and Bank Card Printer Machines
- Managed projects to setup and remove ATM, and arranged software accordingly
- Spearheaded relationships with 6 vendors for the supply of security, communication, and machine devices
- Chaired projects to setup the Remote-Control & Monitoring Systems of ATM Machines such as APTRA
- Analyzed and followed-up on malfunctions of machines, supervised the contractor maintenance teams
- Followed-up on the delivery and maintenance projects, reviewed maintenance invoices
- Wrote monthly, quarterly and annual reports regarding ATM availability, incidents and maintenance
- Drafted reports for the Saudi Arabian Monetary Agency (SAMA) as per the requirements
- Liaised with team members on the delivery of ATM upgrade projects

Zhongding International Construction Group Co. Ltd. - Riyadh, KSA
Part-time Public Relations Officer

11/2014 – 10/2017

- Collaborated with company departments on issuing, maintaining, and upgrading governmental documents
- Updated the team members on legal status of documents such as permits and work visas
- Oversaw issues related to authorities and banks, reported to management accordingly
- Liaised with the team on organizing and managing events and meetings with external stakeholders

Saudi Aramco – Khafji, KSA

Computer Network Maintenance Trainee

06/2018 – 10/2018

- Cooperated with team members on establishing new communication systems for 15 offices
- Configured & monitored servers, routers, and switches, and maintained Cisco Devices
- Installed new hardware, software, and Windows Operating System on devices
- Followed-up on the procedures of DHCP and DNC in Windows Server 2012

Education

Computer Network Technology

09/2013 - 06/2018

University of Hafr Al Batin – *Hafr Al Batin, KSA*

Languages

Arabic: Native

English: Professional Working Proficiency