

Name : Naif Ibrahim Al-Zahrani

Kingdom of Saudi Arabia - Riyadh - Rabwah

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Education:

High School Degree, 1999

Diploma in Applied Computer Science, Imam Muhammad ibn Saud Islamic University, 2002

Diploma in Business Administration, 2020 – 2021, Ongoing

Work experience:

❖ **Senior Operations Officer at Laureate Vocational Saudi Arabia (LVSA)
(2016 – 2019/9) End of Project.**

- Lead and direct maintenance team and transportation activities.
- Direct Interdepartmental communication with the financial department, purchasing department, Human Resources, and students support.
- Weekly and monthly meetings with the operations manager to submit observation notes and reports to the chief operating officer.
- Supervise the purchasing of the main office.
- Supervise maintenance and function of four educational buildings.
- Find problems and develop solutions for them.
- Communicate with our certified cargo companies.
- Responsible for financial matters regarding paying the bills of all of the local branches in Saudi Arabia.
- Supervise two storehouses.
- Oversee and manage employees' housing and process the entry and exit inventory. By coordinating with personnel of other Laureate Vocational branches of Saudi Arabia.
- Manage female employees' housing maintenance, and electricity bills of four cities in the middle and south regions of Saudi Arabia.
- Administrator of telecom companies. That includes, checking monthly bills of more than a 100-phone number, as well as managing SIM cards.

❖ **Secretary (2010 - 2011)**

❖ **Customer Service in STC, Saudi Telecom Company (2005 - 2009)**

❖ **Data analyst at the National Center of Assessment, Qiyas (2001)**

❖ **Administrative at the Ministry of Media (2000 - 2006)**

Career Achievements:

❖ **Ministry of Media:**

- Created a program to help coordinators calculate the end time of each program being aired, which helped them complete their daily programs

❖ **National Center of Assessment “Qiyas”:**

- Proposed a number of suggestions and observation notes. More than 15 idea contributed in increasing the correction ratio and prevented the network from stopping for maintenance while working.

❖ **Saudi Telecom Company, STC:**

- Developed employee’s growth strategies; by proposing a workshop to help improve employees’ performance.
- Proposed sale strategy; Friends and Family Package on the website.
- Discover vulnerabilities in the 3G service when it was first launched on the market, My STC website, and the billing system.
- Was entrusted with a number of departments, starting from Tamayouz costumers service, Jawal Net, then International Roaming; Answering English speaking costumers.
- Took the initiative of solving customers technical issues that were not included in the Job Description.

❖ **Laureate Vocational Saudi Arabia:**

- Pointed at and annulled the unused phone numbers that the company didn’t know about.
- Created a database for the phone numbers of the company’s personnel; it included a system that had all the needed details for each number.
- Established a mechanism for credit limit.
- Developed the function of the storehouse’s inventory and its stored goods.
- Got the best DIAS services’ deal; fast speed with a low price.
- Initiated writing a brochure that helps students improve their studies and prepare for their career life.

Skills:

- Supervision and trailing.
- Leading and team management.
- Multitasking.
- Training new staff members.
- Developing and improving.

Certificates:

- Improving Personnel Performance, STC, 2005
- Dealing with Customers, STC, 2005
- Information Security Awareness Raising, STC, 2007
- Computer Maintenance Course, 20 hours, Itana Institution, 2003
- Operations and Management of Supply Chain, Laureate Vocational SA, 2017
- Work Ethics and Occupational manners, STC, 2006.
- Projects Management, Doroob – Ministry of Labor and Social Development, Ongoing.
- Handling Telecommunication Systems (ICMS, Siebel, and CRM), STC, 2005

Received Certificates of Appreciation from:

Saudi Telecom Company, STC

Laureate Vocational Saudi Arabia