

Yazeed Fahad Almotaiwea

Achievements

Saudi

Riyadh

1981

+966540002257

yazeed16@gmail.com

- Maintaining High NPS 85% for customer satisfaction at General Electric
- Reduced the amount of debt on GE for STC and Mobily from 8 million SAR to 4 million SAR
- IBM Manager's Choice Award - 2016 for the Practice "Put the Client First".

Education

Diploma in Business Administration
Riyadh Chamber of Commerce

Career Summary

Senior Product Manager at Al Rajhi Takaful



Sep 2021 until Now

- Responsible for product life cycle of the new website and mobile app of Alrajhi Takaful

Senior PMO Manager at Al Rajhi Takaful



Jan 2021 until Sep 2021

- Managing Project Management Team
- PMO Governance
- Change Management

Project Manager at Tabadul



Jan 2020 until Jan 2021

- Managing different projects for commercial department

IT Leader for Saudi Arabia & Bahrain at GE



Jan 2019 until Oct 2019

- Managing and supporting more than 7 GE sites and 1200 employees all over Saudi Arabia and Bahrain.
- Managing and providing Mobility, Personal Computing, and Networking services for GE sites and employees
- Vendor relationship management with STC, Mobily and others

Project Manager at IBM



May 2013 until Jan 2019

- Managing AirWatch Project for Ministry of Health with deployment of more than 5000 Tablets
- Acting as PMO for Sipchem Project
- Managed multiple IT Infrastructure Projects for Mobily

Red Hat Admin at Mobily



Aug 2012 until Apr 2013

- Configuring and building Red Hat servers
- Providing L1 and L2 support for Red Hat servers
- Updating and patching more than 100 Red Hat servers

IT Engineer at Al-Esnad



Jul 2011 until Aug 2012

- Basic administration of Forefront Threat Management Gateway 2010
- Managing users on Active directory 2008
- Installing Windows Server 2008
- Solving technical problems for users

SARIE Security Manager at NBP



Oct 2010 until Jun 2011

- Handling the Operation and Security of SARIE System
- Basic Administration of Juniper SA2500 SSL VPN
- Installation and configuration of Alliance Connect Bronze from SWIFT
- Basic Administration of McAfee ePolicy Orchestrator
- Basic Administration of Juniper Firewalls
- Created the Email Use Policy of the bank
- Created Data Center Security Policy

Customer Technical Support Atheeb Telecom



Nov 2008 until Nov 2009

- Solving customer issues with Wimax connection
- Creating and reviewing Customer Care processes
- Implementing UAT testing for Customer Care systems
- Training Customer Care employees on Atheeb's systems
- Conduct several trainings and workshops e.g. (Technical Troubleshooting, Wimax Technology, Remedy System)

Training and Certification

- Customer Experience Masterclass for 5 days January 2022
- User Experience Nanodegree from Udacity August 2021
- Product Management for 8 days July 2020
- Certified Business Process Specialist December 2017
- ITIL Foundation v4 July 2016