

Personal Information

Name: Yazeed Fahad Almotaiwea
Nationality: Saudi
City: Riyadh
Birth Date: 25/5/1981

Marital Status: Married
Mobile: +966540002257
Email: yazeed16@gmail.com

Education

Diploma in Business Administration
Riyadh Chamber of Commerce and Industry.

Achievements

- **Maintaining High NPS 85% for customer satisfaction for Saudi Arabia and Bahrain at General Electric.**
- **Reduced the amount of debt on GE for STC and Mobily from 8 million to 4 million in 7 months.**
- **IBM Manager's Choice Award - 2016 for the Practice "Put the Client First".**
- **Helped NBP Bank to avoid couple of penalties by complying with SAMA SARIE Regulations.**

Work Experience

- **Project Manager at Tabadul in Riyadh from 12/01/2020 until now.**
 - Managing projects for commercial department.
- **IT Leader for Saudi Arabia & Bahrain at General Electric in Riyadh from 22/01/2019 until 31/10/2019.**
 - Managing and providing Mobility, Personal Computing, and Networking services for GE sites and employees.
 - Managing and supporting more than 7 GE sites and 1200 employees all over Saudi Arabia and Bahrain.
 - Vendor relationship management for STC, Mobily and other vendors.
- **Project Manager at IBM in Riyadh from 17/01/2016 until 21/01/2019.**
 - Managing AirWatch Project for Ministry of Health with deployment of more than 5000 Tablets.
 - Created the instruction guide for users on how to configure tablets for AirWatch environment.
 - Meeting with clients periodically to present the Project status, risks and issues.
 - Acting as PMO for Sipchem Project.
 - Managed multiple IT Infrastructure Projects for Mobily.
- **Red Hat Linux Admin at IBM in Riyadh from 01/05/2013 until 14/01/2016.**
 - Configuring and building Red Hat on physical and virtual servers.
 - Providing L1 and L2 support for Red Hat servers.
 - Good knowledge in dealing with vSphere and managing VMware machines.

- **Red Hat Linux Admin at Mobily in Riyadh from 25/08/2012 until 30/04/2013.**
 - Updating and patching more than 100 Red Hat servers.
 - Providing L1 and L2 support for Red Hat servers.
- **IT Engineer at Al-Esnad Company in Kharj from 03/07/2011 until 10/08/2012.**
 - Managing users on Active directory 2008.
 - Installing and configuring Windows Server 2008.
 - Solving technical problems for users.
- **SARIE Security Manager at National Bank of Pakistan in Riyadh from 16/10/2010 until 30/06/2011.**
 - Handling the Operation and Security of SARIE system.
 - Basic Administration of Juniper Firewall and VPN.
 - Basic Administration of McAfee Antivirus.
 - Created the Email Use Policy and Data Center Security Policy.
- **Customer Technical Support at Etihad Atheeb Telecom (GO) in Riyadh from 15/11/2008 until 25/11/2009.**
 - Solving customer issues with WiMax connection.
 - Creating and reviewing Customer Care processes.
 - Implementing UAT tests for Customer Care systems.
 - Conducted several trainings and workshops for customer care employees.

Training Courses and Certifications

- BPTrends Process Specialist (BPT-PS) Certified 18/12/2017.
- ITIL Foundation Certified July 2016.
- Cloud Foundation course at IBM May 2015.
- E-Commerce course at PBS center from 14/02/2015 until 16/02/2015.
- VMware Certified Associate - Data Center Virtualization December 2014.
- Project Management Professional course at Future Visions Training Center from 13/03/2011 until 17/3/2011.
- The Thinking Skills of Decision Making course at Prince Sultan University from 2/4/2005 until 13/4/2005.