

ZIYAD ALKHOZAEM | IT MANAGEMENT

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SUMMARY

Innovative and experienced professional with rich experience in high-level Project Management environments and capability of applying different Project Management methodologies. Advanced specialization in Digital retail services backed by huge portfolio of highly demanded Digital projects. Proven track record of successful completion of planned projects and BAUs in record time by immaculate networking and forming smart partnerships with key stakeholders and consistently enhancing the quality of services. A motivated and trusted professional who enables increased productivity while working to enhance the reputation of the organization.

PROFESSIONAL EXPERIENCE

Social Development Bank - Riyadh 11/2023– Present
BRM Senior Manager – Strategy and Innovation

- ✓ Partnering with Strategy and Innovation Department to maximize business opportunity.
- ✓ Website & App owner.
- ✓ Leading the department portfolio as an IT representative.
- ✓ Cooperating with business to implement the latest technologies.
- ✓ Leading project life-cycle.

Mobily - Riyadh 03/2022– 11/2023
Digital IT Demand and Delivery Principal

- ✓ Leading B2C Digital channels (Mobile App, Web-portal and Chatbot) throughout all phases of the project lifecycle, effectively managing cross-functional teams, scope, schedule, budget, and stakeholders' communications.
- ✓ Consistently monitoring lead time and continuous improvement to target increased and consistent productivity.
- ✓ Collaborating and partnering with business teams to define and solve problems that impact customers.
- ✓ Using project management tools and techniques to track progress and provide regular reporting to management and other stakeholders.

ALRAJHI BANK - Riyadh
BRM Senior Specialist – Personal Finance

03/2021 – 03/2022

- ✓ Planned and monitored Personal Finance program execution with more than 30 yearly planned projects and huge number of BAUs.
- ✓ Worked closely with project sponsor, cross-functional teams, and assigned project managers to plan and develop scope, deliverables, required resources, work plan and deployments.
- ✓ Ensured swift migration to new Financing application as part of Bank strategy.
- ✓ Delivered accurate and timely reporting to the top management i.e. (C-level) on the program progress and ensure delivery improvement.
- ✓ Ensured benefits realization is tracked from a portfolio-level.

ALRAJHI BANK - Riyadh
Application Owner – Consumer Trade & Finance Application

05/2020 – 03/2022

- ✓ Ensured application changes are validated, tested, and documented under proper IT Governance.
- ✓ Maintained application performance by continuous monitoring.

ALRAJHI BANK - Riyadh
BRM Specialist – Retail Banking

04/2019 – 03/2021

- ✓ Managed the whole project life cycle from initiating a BC, refining requirements, kick-off project, oversee development and testing environment, supporting UAT activities and formally closing the project.
- ✓ Successfully led and managed different Retail products from international retail banking to Credit-cards and Auto lease products.
- ✓ Partnered with business departments to attain maximum business opportunities.
- ✓ Initiated and managed Retail Bank projects and BAUs with budgets ranging from 100,000 up to 5,000,000 within the agreed time deadline.
- ✓ Ensured satisfaction of all project's stakeholders including Directors, Developers, and Business owners.
- ✓ Efficaciously deployed requirements and provided continued support for post-deployment.

ALRAJHI BANK - Riyadh
Graduate Development Program

04/2018 - 04/2019

- ✓ Successfully completed an extensive one-year graduate development program with a diverse range of technical and managerial exposures.
- ✓ Adeptly planned on-job training in multiple IT departments.

- ✓ Gathering important requirements for suggesting changes in the system.
- ✓ Continuously designing workflow charts and report Business requirements for new system changes.
- ✓ Carefully examining current services to propose new improvements.

EDUCATION

- **Bachelor's in Computer Information Systems**
University of Dammam | 2017

PROFESSIONAL CERTIFICATES

- **Project Management Professional (PMP®)** - Project Management Institute
- **PRINCE2 Agile®** - AXELOS Global Best Practice
- **TOGAF 9 Foundation** - The Open Group
- **ITIL® Foundation Certificate in IT Service Management** - AXELOS Global Best Practice
- **Business Analyst Nanodegree Program** - Udacity
- **International computer driving license (ICDL)** - New Horizons Computer Learning Centers.

SKILLS

- ✓ Leadership.
- ✓ Problem Solving.
- ✓ Agile Management
- ✓ Business Analysis.
- ✓ Business Process Management (BPM).
- ✓ Jira.
- ✓ Structured Query language (SQL).
- ✓ Unified Modeling Language (UML).
- ✓ Alteryx Self-Service Analytics Software.
- ✓ Tableau.
- ✓ Axure RP 8.
- ✓ Microsoft Office.