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**KSA 🖁 +966 531099537, 🖂** **mazen\_1976@yahoo.com****, @mazen\_1976 Nationality: Jordanian, Marital Status: Married, Date of birth: 08/02/1976**

**MSc. MIS, PMP, MCITP EPM, PMOC, MCTS MS Project, APMC, CSSYB, MBSCP CRM, MCSD**

**Key Qualifications**

* More than 20 Years of Experience in Project Management & Business.
* Master Degree in MIS, Arab Academy for Banking and Finance Sciences.
* PMP, Project Management Professional Certified, PMP No. 471250.
* MCITP Enterprise Project Management with Microsoft Project Server.
* PMOC, Project Management Office Certified, All PMO Inc.
* MCTS Managing Projects with Microsoft Office Project Professional.
* MCTS Managing Projects with Microsoft Project Server.
* Certified Six Sigma Yellow Belt (CSSYB), International Institute for Learning.
* Advanced Project Management Certificate (APMC), International Institute for Learning.
* Microsoft Business Solutions Certified Professional Customer Relationship Management (MBSCP CRM Application Professional & Customization).
* MCP, MCSD (MS Visual Basic & MS SQL Server), certified since 2002, MCP ID#: 5413339.
* Certified Professional in Business Planning, Bayt.com.
* Expert Rating Certified Professional in Marketing (an ISO 9001-2000 Company).
* Certified Design Thinking Facilitator, ESConsulting.
* Writer in Arab Trainer magazine published in Lebanon.
* Writer in Al Mumayez magazine published with Al Watan newspaper in Kuwait.
* Writer in Talal Abu Ghazaleh Information Technologies International newsletter published in Jordan.

**Education**

* 2004-2006, Master in MIS, Arab Academy for Banking and Financial Sciences, Amman, Jordan, Average: 90**.**3%.
* 1994-1998, Bachelor in Computer Science, University of Jordan, Amman, Jordan.

**Certifications**

1. Project Management Professional, PMP, 14th June 2007, PMP No. 471250.
2. Project Management Office Certified (PMOC), All PMO Inc., 20th February 2009.
3. Microsoft Certified IT Professional (MCITP) Enterprise Project Management with Microsoft Project Server 2007, 21st Nov 2010.
4. Microsoft Certified Technology Specialist (MCTS), Managing Projects with Microsoft Project Server 2007, 18th Sep 2010.
5. Microsoft Certified Technology Specialist (MCTS), Managing Projects with Microsoft Office Project 2007, 3rd Oct 2009.
6. Advanced Project Management Certificate (APMC), International Institute for Learning, [www.iil.com](http://www.iil.com), Dec 2012.
7. Certified Six Sigma Yellow Belt (CSSYB), International Institute for Learning, [www.iil.com](http://www.iil.com), 23rd Aug 2012.
8. Expert Rating Certified Professional in Marketing, 24th October 2007.
9. Microsoft Business Solutions Certified Professional in MS CRM Customization v1.2, Completed at 21st Mar 2005.
10. Microsoft Business Solutions Certified Professional in MS CRM Application Professional v1.2, Completed at 20th Feb 2005.
11. Microsoft Certified Solution Developer (MCSD), Completed at 2002.
12. Business Planning Certificate by Bayt.com, 26 June 2017.
13. Certified Design Thinking Facilitator, ESConsulting, 27th Mar 2018.

**Employment History:**



**Nov 2010 – Till Now, King Abdulaziz & his Companions Foundation for Giftedness & Creativity (Mawhiba). Riyadh – KSA.**

**Program Manager, Mawhiba Schools Partnership initiative**

**About Mawhiba**

* In Saudi Arabia, The King Abdulaziz and His Companions’ Foundation for Giftedness and Creativity – known as Mawhiba – provides skills, training and internship opportunities to gifted students across the country. Established in 1999, Mawhiba has a 15-year strategy to create a program that meets the needs of the nation’s most gifted children.

**About Mawhiba Schools Partnership Program**

* The Mawhiba Schools Partnership is a Program designed to help schools become more effective at fostering giftedness and creativity, so enabling their students to reach high levels of educational performance.

**My Job Specific Accountabilities**

* Manages the progress of 5 sub projects under the Program with the assigned budget which exceeds 800,000,000 SAR since it’s started till now, and timelines and minimizes all risks and obstacles faced by sub projects and ensures the fulfillment of all Program objectives.
* Manages the day-to-day operations of School Partnership Program to ensure that work processes are implemented as designed and comply with established standards and procedures.
* Participates in the development and implementation of department policies, processes, procedures, reports, and templates to ensure all relevant procedural/legislative requirements are fulfilled.
* Set proper KPIs and Dashboards to monitor the performance of the program and escalate issues to the governance and steering committees for better decision making.
* Develop Program Communications Plan and Manage stakeholders' engagement during the whole program life cycle.

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**Jul 2007- Oct 2010 Talal Abu–Ghazaleh Information Technologies International (TAGITI) – Riyadh, KSA**

**Manager of IT & Project Management Consultancy Department**

* Provide management & counsel in several IT fields: Project Management, Information System Management, Knowledge Management, Business Development, ERP, CRM, Software Development, Training…etc.
* Performing the business development activities to promote the IT & PM consultancy services.
* Creating proposals for different consultancy services like: PMO, EPM, vendor selection…etc.
* Managing the project of Implementing Oracle EBS 11i for Abdul Samad al Qurashi at KSA.
* Participating in different consulting projects such as: ISO 9001:2000, feasibility studies, market research, and ERP.
* Perform different training programs with TAGI Training Center and Talal Abu Ghazaleh College of Business (TAGCB) like: PMP, CRM, and Business Planning.

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**Tantash Information Systems (TIS) a member of Tantash Group, Amman, Jordan (Aug 2004 – Jun 2007)**

During my work at TIS I have occupied two positions as follows:

**Acting General Manager (May 2006 – Jun 2007)**

* Responsible for preparing the corporate business plans.
* Open new markets and channel recruitment (Syria, Tunis, UAE, Qatar, Oman, and Egypt).
* Enhance work environment and processes.
* Obtain new creative solutions and products to resell it at Jordan and the region.
* Assist in the direct selling of various types of IT Solutions.
* Prepare the necessary administration ensuring all documentation is accurate and available and reported in a professional manner.
* Establish, maintain and develop a good working relationship with Customers.

**Projects Manager (Aug 2004 - Apr 2006)**

* Manage projects department which includes development, implementation, System Analysis, QA, and Technical Writing.
* Develops project plans specifying goals, strategy, staffing, scheduling, and identification of risks, contingency plans and allotment of resources for each phase of the project, and arranges for recruitment or assignment of project personnel.
* Responsible for handling / overseeing more than one project at a time depending on scope of work of each project.
* Identifies and schedules project deliverables, milestones, and required tasks.
* Assigns duties, responsibilities, and scope of authority to project team.
* Directs and coordinates activities of project personnel to ensure project progresses on schedule and within prescribed budget.
* Establish standards and procedures for project reporting and documentation.
* Reviews status reports prepared by project personnel and modify schedules and plans as required.
* Prepares project status reports and keeps management, clients, and others informed of project status and related issues.
* Communicate with project personnel to provide technical advice and resolve problems.
* Monitors project results against technical specifications.
* Obtain, through customer satisfaction and acceptance testing, project signoff of completion.
* schedule work to meet delivery dates, monitor performance, respond quickly to problems, and Set standards
* Coordinates with Sales department and prepares scope of work (needs analysis) based on solution needed by customer.
* Maintain the sales tracking system (CRM), ensuring all entries are accurately recorded and updated.
* Consults and reviews with functional managers and stakeholders project proposals to determine time frame, funding limitations, procedures for accomplishing the project, staffing requirements, and allotment of available resources to various phases of the project.
* Ensure customer service satisfaction to all clients by providing responding on all inquiries both on and off line.

**Apr 2001 – Jul 2004 Net Soft Group, Riyadh, Saudi Arabia**

**Senior ERP Functional Consultant**

* Provides Ongoing ERP Consulting/Implementation/Support
* ERP Implementation, Data Modeling, Application Customization, Technical Assistance and Application Performance Tuning
* Familiarity with Financial Reporting Requirements ( Balance Sheet and P&L) consistent record of strong performance
* Demonstrated Creative Problem solving abilities, technical aggressiveness
* Participate in development of an ERP solution for Manufacturing Companies in Saudi Arabia, System modules include Security System, GL, Inventory, Sales, Purchasing, Human Resources, Fixed Assets, Points of Sale, Production & Costing Systems Including Job Order System & Operations Cost System...etc.

**Oct 1998 - Jan 2001, LinkTech Information Technology, Kuwait**

**Senior Software Developer**

* Responsible for application development and systems integration in a Windows 2000/XP workstation / WIN2K/2K3 server environment using MS Visual Basic 6, MS SQL Server 2000, and primarily Microsoft development tools.
* Responsible for database design and support for the applications support / development team in an MS SQL2000 environment. This includes helping to teach others the best practices related to data design and data management techniques.
* Responsible for working to migrate existing systems to an MS SQL2000 backend for data access.
* Responsible for maintaining and creating system documentation as part of the project process.
* Produce MIS information, analysis and development requirements reports along with detailed project timelines for developing new software solutions.
* Responsible for daily maintenance and support of existing applications.

**June 1997 - June 1998 University of Jordan, Amman, Jordan**

**Supervisor and Trainer:** Worked as supervisor and trainer at the computer laboratory of the University of Jordan for one year.

**Main Programs & Projects**

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| --- | --- | --- | --- | --- |
| **Project \ Program** | **Client\Contractor** | **Country** | **Role** | **Year** |
| Policies & Procedures | Mawhiba | KSA | Project Manager | 2018 |
| Education Professional Services | Tatweer | KSA | Project Manager | 2014 |
| Mawhiba Schools Partnership Program | Nord Anglia Education | KSA | Program Manager | 2010 - Now |
| Implementing PMO | Ministry of Social Affairs | KSA | Consultant | 2010 - 2011 |
| Implementing MS Dynamics Axapta ERP | Riyadh Schools | KSA | Project Manager | 2009 |
| Implementing MS Dynamics Axapta ERP | Omix | KSA | Project Manager | 2009 |
| Implementing MS Dynamics Axapta ERP | Al Muhaileb Group | KSA | Project Manager | 2009 |
| ISO 9001 | Communications & Information Technology Commission | KSA | IT Consultant | 2008 |
| Implementing Oracle EBS 11i | Abdul Samad Al Qurashi | KSA | Project Manager | 2008 |
| Implementation of Human Resources System | JordInvest | Jordan | Project Manager | 2006 |
| Implementation of Human Resources System | Export and Finance Bank | Jordan | Project Manager | 2006 |
| Implementation of Financial System | Insurance Commission | Jordan | Project Manager | 2006 |
| Implementation of Financial & Human Resources System | Nuqul Group | Jordan | Project Manager | 2005 |
| Implementation of Financial & Human Resources System | Abu Khader Group (Opel) | Jordan | Project Manager | 2005 |
| Implementation of MS CRM System | IMCAN for Brokerage & Trading | Jordan | Consultant | 2005 |
| Implementation of Automotive-ERP Solution | Faouri Trading | Jordan | Project Manager | 2005 |
| Implementation of Financial & Human Resources System | Jordan Steel factory | Jordan | Project Manager | 2005 |
| Implementation of Automotive-ERP Solution | Al Fardan Group | Qatar | Project Manager | 2004 |
| Implementation of Automotive-ERP Solution | Alton | Syria | Project Manager | 2004 |
| Implementation of Automotive-ERP Solution | Intraco | Syria | Project Manager | 2004 |
| Development of IPO System | JordInvest | Jordan | Project Manager | 2004 |
| Implementation of Automotive-ERP Solution | Tevas | Syria | Project Manager | 2004 |
| Implementation of Human Resources System | Maani factory | Jordan | Project Manager | 2004 |
| Converting a Legacy ERP solution to new web-based one | Near East Equipment | Jordan | Project Manager | 2003 |
| Implementation of Human Resources System | Al Tewfiq Automobiles & Equipments | Jordan | Project Manager | 2003 |
| Implementation of locally developed ERP | Al-karamah Dough Production Factory | KSA | Functional Consultant | 2003 |
| Implementation of locally developed ERP | Al-Humaidan Metal Display Stands Factory | KSA | Functional Consultant | 2003 |
| Implementation of Financial System | Forsan Foods Factory | KSA | Functional Consultant | 2003 |
| Implementation of Fixed Assets System | Riyadh Bank | KSA | Functional Consultant | 2003 |
| Implementation of locally developed ERP | Marina Confectionery & Food Manufacturing Co. | KSA | Functional Consultant | 2003 |
| Implementation of locally developed ERP | Saadedin Pastry | KSA | Functional Consultant | 2002 |
| Implementation of locally developed ERP | Al-Romaizan Factory for Solid Surfaces | KSA | Functional Consultant | 2002 |
| Implementation of Human Resources System | Steelcase Al-Jeraisy | KSA | Functional Consultant | 2002 |
| Implementation of locally developed ERP | Al-Ahli Leather Factory | KSA | Functional Consultant | 2002 |
| Implementation of locally developed ERP | Middle East Metal & Wood Industries (METALCO) | KSA | Functional Consultant | 2002 |
| Implementation of locally developed ERP | United Development CO. | KSA | Functional Consultant | 2001 |
| Implementation of locally developed ERP | Shams Plastic Factory | KSA | Functional Consultant | 2001 |
| Implementation of locally developed ERP | Al-Harbi Super Markets | KSA | Functional Consultant | 2001 |
| Implementation of POS | Fashion Mall | KSA | Functional Consultant | 2001 |
| Implementation of POS | Al-Meajel Electronics | KSA | Functional Consultant | 2001 |

**Training Courses & Seminars**

1. Future Trends in Project Management, Dr. Harold Kerzner, iil.com, 4th Apr – 9th May 2018.
2. Design Thinking, Eng. Bassam Al Kharashi, ESConsulting, 25th - 27th Mar 2018, Riyadh.
3. Personal Financial Planning, Wael Mirza, Money Experts Institute, Riyadh, 26-27 Jan 2018.
4. Storyboard & Video Animation Principals, Ahmad Taher, Udemy.com, 28th June 2017.
5. eMarketing & eCommerce Professional Skills, Eng. Waleed Al Dhalee, 15th -27th April 2017, Riyadh, KSA.
6. Life and personal Coaching, Izdihar training center, Eng. Sameer Benten, 1st – 6th April 2017, Riyadh, KSA.
7. Social Media Marketing Workshop, 1 - 3 November 2016, iClick, Riyadh, KSA.
8. Google AdWords Workshop, 15-16 August 2016, iClick, Riyadh, KSA.
9. Growth Hacking Workshop, 14 August 2016, iClick, Riyadh, KSA.
10. Art of Creating Infographics Workshop, 13 August 2016, King Fahad Charity, Riyadh, KSA.
11. Video Marketing Workshop, 20 July 2016, ICC Jordan, Amman, Jordan.
12. Search Engine Optimization Workshop, 20 July 2016, ICC Jordan, Amman, Jordan.
13. Content Marketing Workshop, 20 July 2016, ICC Jordan, Amman, Jordan.
14. Digital Marketing Excellence Seminar, 18-19 July 2016, PR Smith & ICC Jordan, Amman, Jordan.
15. أساليب وأدوات تأليف الكتب, 9-12 December 2015, Ideal Training, Riyadh, KSA.
16. Projects Pricing and Cost Estimating, Creative Sources for Training, 22-26 November 2015, Riyadh, KSA.
17. Forex Trading, Money Experts Institute, 15-19 November 2015, Riyadh, KSA.
18. Trainer as a businessman, Canada Global Center, 22 Oct 2015, Riyadh, KSA.
19. Effective Business Management Simulation, 9-12 August 2015, Case in Point Co., Amman, Jordan.
20. Blue Ocean Strategy and its application on project management, PMI Gulf Chapter, Riyadh, 11th Mar 2015.
21. Strategic Thinking & Planning, Meirc Training & Consulting, Riyadh, 17-18 Sep 2014.
22. KPIs & Benchmarking, Al Tawail Consulting & Training, Riyadh, 8-12 Sep 2013.
23. Discovering & Creating Open Education Resources (OER) Workshop, the International Conference of e-Learning and Distance learning, Riyadh, 3rd Feb 2013.
24. iPad for Learning & Teaching Workshop, the International Conference of e-Learning and Distance learning, Riyadh, 2nd Feb 2013.
25. International Project Management Day 2012, International Institute for Learning, [www.iil.com](http://www.iil.com), Dec 2012.
26. Aligning Project Management with Organizational Strategy, IIRM, Dubai, 26 Feb 2012 – 1 Mar 2012.
27. Managing and Leading Projects Across Organizational Boundaries, International Institute for Learning, [www.iil.com](http://www.iil.com), SEP 2011.
28. The Future of Project Management with Dr. Harold Kerzner: Preparing the Next Generation Project Manager, International Institute for Learning, [www.iil.com](http://www.iil.com), SEP 2011.
29. Project Management Office (PMO), International Institute for Learning, [www.iil.com](http://www.iil.com), AUG 2011.
30. Project Portfolio Management, International Institute for Learning, [www.iil.com](http://www.iil.com), JUL 2011.
31. Lean Six Sigma Yellow Belt Certification Program, International Institute for Learning, [www.iil.com](http://www.iil.com), JUL 2011.
32. Program Management - Successfully Managing a Group of Related Projects, International Institute for Learning, [www.iil.com](http://www.iil.com), JUN 2011.
33. Program Management Professional (PgMP) Program, Ammar Mango, Method Training Center (PMI R.E.P), Jul 25th to Aug 5th, 2010, Amman, Jordan
34. Managing change, Maxwell Coates, The Institute of Education, University of London, Mar 2010, Riyadh, KSA
35. Teaching for Giftedness & Creativity - The Psychology of Learning, Dr. Sabah Safi, World Class Arena Limited, Feb 2010, Riyadh, KSA
36. MS Project Server 2007 - EPM, Mr. Khaldoun Othman, Al Khaleej (New Horizon) Training and Education Center, Jan 2010, Riyadh, KSA
37. Decision Making, Dr. Mohammed Al Takriti, Dec 2009, Riyadh, KSA.
38. Emotional Intelligence, Dr. Khaled Al Moneef, Dar Al Ruaa Center, Nov 2009, Riyadh, KSA.
39. Speed Reading, Dr. Jamal Al Mulla, Buzan Arabia, Mar 2009, Riyadh, KSA.
40. Market Leadership, Dr. Tareq Swiedan, Feb 2009, Riyadh, KSA.
41. ITIL V3.0, Oct 2008, Eng. Jawdat Jwaid, Talal Abu Ghazaleh Training Center (TAGI Training), Amman, Jordan.
42. Creative Training & Teaching, Aug 2008, Dr. Tareq Swaidan.
43. Projects Valuation and feasibility Study, Talal Abu Ghazaleh Training Center (TAGI Training), Apr 2008, Mr. Waleed Murjan, Olya Holiday Inn, Riyadh, KSA.
44. Oracle Applications E-Business Suite 11i HRMS/PAYROLL TRACK, Talal Abu Ghazala Cambridge Building, 22nd Aug 2007 – 11th Sep 2007, Mr. Murugesh Rathankumar: Implement Oracle HRMS and Payroll, HRMS Self Service, HRMS Training Administration, Case Study.
45. Oracle Applications E-Business Suite 11i General & Financial Track, Talal Abu Ghazala Cambridge Building, 15th Jul 2007 – 14th Aug 2007, Mr. Neville Martis: eBusiness Overview, Application Implementation Methodology (AIM), 11i General Ledger, 11i Accounts Payables, 11i Accounts Receivables, 11i Asset Management Fundamentals, 11i Implement and Use Cash Management.
46. Creative and Success Principles, Adnan Homaidan, Amman Chamber of Commerce, July 2007
47. Investment Management and Portfolios, Dr. Duraid Al Shabib, Amman Chamber of Commerce, July 2007.
48. How to Enhance Organizations Effectiveness, Mr. Refat Al Homsy, Amman Chamber of Commerce, June 2007.
49. Managing Sales Team, Dr. Rashad Al Saed, Amman Chamber of Commerce, May 2007.
50. Cracking the investors code: how to build business plans that get funded by Eng. Hijazi Natsheh (a winner in “the investor” MBC TV show, second prize of sheikh Mohammad bin Rashed prize as the “best Arabian project 2005”, online coach for Arabian business challenge), 2006.
51. Business Writing Skills United Skills Training Center, Jordan, 2005.
52. Rational Rose by Dr. Hussien Hyasat, Arab Academy for Banking and Finance Sciences, Jordan, 2004.
53. Art of Presentation Skills by Dr. Mureed Al Kullab, University of Jordan, Jordan, 2004.
54. Innovation by Dr. Tariq Swiedan, 2004.
55. Strategic Planning by Dr. Tariq Swiedan 2004.
56. Time Management by Dr. Tariq Swiedan 2004.
57. How to Write Feasibility Study by Dr. Mesfer Al Dosary, Ideal Systems, KSA 2003.
58. Speed Reading by Mr. Ghemlas, Ideal Systems, KSA, 2003.
59. Accountants Training Course by Mr. Majody, Majody Auditing, Jordan, 2003.
60. MS VB.NET Programming, Gradual Training Center, Jordan, 2002.
61. Mastering Enterprise Development Using Microsoft Visual Basic 6.0, Compubase, Jordan, 2001.
62. System Administration & Programming for MS SQL Server 7.0, Compubase, Jordan, 2001.
63. Mind Mapping, Achieving Peak Personal Performance by Dr. Tony Buzan, 2000, future for consulting & training, Kuwait

**Social Responsibility:**

* Participate as Project Management Trainer & Consultant in Focus Group Session at Al Faisal University in Riyadh, KSA, to discuss the Dissertation of 3 female Master Degree candidates in project management.
* Career Day event Organized every year by King Saud University KSU, I Presented a lecture in project management field to the graduated students in Engineering College at KSU.

**Achievements & Awards Received:**

* Trophy, Saudi Development Bank, December 2017
* Thanking Letter, Start of Development Training Center, KSA, Oct 2015
* Thanking Letter, Ministry of Higher Education, KSA
* Trophy, Ministry of Interior, KSA
* Thanking Letter from Technical & Vocational Training Corporation in Riyadh, KSA, for my participation in designing & developing the project management course in bachelor program, 2014.
* Appreciation certificate from Mawhiba Management for my participation in Graduation Ceremony Project run in 2013.
* Trophy from Saudi Credit & Saving Bank, 30th Apr 2009
* Thanking letter from Abha Chamber of Commerce, KSA, 9th Jul 2008
* As a result of due diligence practice done at TIS in May 2007, an evaluation report was issued by the consultants mentioned that the second most strength point at TIS was myself as the Acting General Manager.
* Award from Princess Sumaiya bint al Hasan for my role in the arrangements done in 2006 to establish Sybase incubator at PSUT.
* Thanking letter from University of Kuwait and KISR 1999.
* Thanking letter from ExecuTrain Institute, Kuwait Branch, 1999.
* Recommendation letter from Dr. Munieb Quotaishat, head of Computer science department at University of Jordan, 1998.

**Articles:**

* The Dominance of Business Planning May 2011.
* Best Practices in Project Management (Case Study: TIS co.), May 2006.
* Switch to New Competent Tools before it is too Late, May 2006.
* Organizational Impacts of Knowledge Management on Jordanian IT companies, Dec 2005.
* All what you need to know about CRM, Aug 2005.
* Projects Management and Cost Calculations in Small and Mid-Size Software Companies - Best Practices, Aug 2005.
* Enterprise Risk Management Overview, May 2005.
* Communities of Practice in Knowledge Management May 2005.