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(LinkedIn)
www.alkenani.ws (Personal)
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Top Skills

Business Transformation
Team Building
Teamwork

Languages

English
Arabic

Certifications

Code of Ethics Advanced: Gifts & Hospitality
Data Protection & Privacy
Level 2 of Dynamic Leadership
Project Management Fundamentals
Building Resilience

Honors-Awards

ECM Upgrade
2019 Performance Evaluation
ERP Modernization Program

Eng. Fawaz ALKENANI

Dynamic IT Leader Driving Digital Transformation for Enhanced Business Performance | SS Digital Enablement Support Section Manager

Riyadh, Saudi Arabia

Summary

I am a seasoned IT professional with over 28 years of experience in managing and consulting on IT resources across various domains. As the SS Digital Enablement Support Section Manager at stc, the leading telecommunications company in Saudi Arabia, I oversee the administration and improvement of specific application systems, ensuring internal customer satisfaction and compliance with business policies and procedures.

My core competencies include hardware, software, network management, development, support, communications, strategic planning, and policy implementation. I have a proven track record of success in driving digital transformation initiatives and enabling organizations to leverage technology for enhanced efficiency and competitiveness. I am passionate about aligning IT strategies with business objectives, delivering robust IT solutions, and leading teams towards digital excellence. I am also committed to continuous learning and development, having earned multiple certifications and honors in IT and leadership fields.

Experience

stc

9 years 10 months

SS Digital Enablement Support Section Manager

June 2023 - Present (11 months)

Riyadh, Saudi Arabia

- Oversee administration of specific application systems, ensuring internal customer satisfaction.
- Provide expert support for buyers' and coordinators' issues, including bug fixes and complex problem resolution.
- Manage purchase order receiving and reconciliation with Finance.

- Collaborate with internal and external stakeholders, providing necessary reports.
- Perform periodic financial closing tasks.
- Drive continuous improvement of applications and technological systems, focusing on reducing support delivery time.

Collaboration Services Operations Section Manager

April 2021 - June 2023 (2 years 3 months)

Riyadh, Saudi Arabia

- Managed collaboration systems, including JIRA, FileNet, and SharePoint, ensuring smooth operations and addressing technical issues.
- Developed infrastructure and managed installations, configurations, and upgrades.
- Monitored system performance and addressed specific reporting requirements.
- Ensured compliance with business policies and procedures.

Self-Services Systems Operations Section Manager

February 2019 - April 2021 (2 years 3 months)

Al-Riyadh Governorate, Saudi Arabia

- Led production of internal systems for STC employees, providing second-level support for various systems.
- Managed systems such as iGate, BPM, Appraisal, and RPA.

Delivery & Quality Control Team Leader

July 2014 - February 2019 (4 years 8 months)

Al-Riyadh Governorate, Saudi Arabia

- Oversaw non-production and production of internal systems for STC employees, ensuring data quality for collaboration services.
- Designed testing scenarios, validated functionalities, and provided quality control.
- Provided second-level support for collaboration systems including iGate, e-library, cCare, FileNET, SharePoint, and JIRA.

solutions by stc

Senior Project Manager

December 2013 - July 2014 (8 months)

Al-Riyadh Governorate, Saudi Arabia

- Led teams in managing both non-production and production of internal systems for STC employees.

- Provided leadership and oversight to ensure smooth operations and support for STC's internal systems.

ARRIYADH DEVELOPMENTCOMPANY

Information Technology Department Manager

January 2013 - June 2013 (6 months)

Al-Riyadh Governorate, Saudi Arabia

- Developed and executed departmental strategies aligned with corporate objectives.
- Mentored and coached reporting employees to foster professional growth and development.
- Evaluated and enhanced computing and IT functions, overseeing new application development and system implementations.
- Managed major contracts for IT services and equipment, reporting directly to the CEO.

Duroob Technology

Ebusiness Project Manager

July 2008 - December 2012 (4 years 6 months)

Al-Riyadh Governorate, Saudi Arabia

- Analyzed and improved STC's corporate website for business customers (www.stc.com.sa), enhancing business processes and customer satisfaction.
- Developed comprehensive business requirements documentation and facilitated requirement elicitation sessions.
- Collaborated with STC project teams to ensure successful project outcomes.

AL-KHALEEJ COMPUTERS & ELECTRONIC SYSTEMS

Senior Process Specialist

March 2005 - July 2008 (3 years 5 months)

Al-Riyadh Governorate, Saudi Arabia

- Led as a Systems Expert & Team Leader, overseeing CA-Unicenter for Enterprise Systems & Service Management Project.
- Managed IT Release Processes in the Datacenter and served as a key member of the Change Advisory Board.
- Collaborated on a project with STC, contributing to its success.

ARRIYADH DEVELOPMENTCOMPANY

Technical Support & Preparation Division Manger

October 1997 - March 2005 (7 years 6 months)

Al-Riyadh Governorate, Saudi Arabia

- Managed network administration duties and served as the Acting Manager of the Information Center.
- Contributed to various committees such as Annual Inventory & Stock Evaluation and Bidding Offers Analysis.
- Served as the Secretary of Employees Cooperative Fund.

stc

Computer Operator

November 1996 - October 1997 (1 year)

Al-Riyadh Governorate, Saudi Arabia

- Operated computer systems efficiently to support organizational functions.

Lucent Technologies

User's support Engineer

December 1995 - November 1996 (1 year)

Riyadh, Saudi Arabia

- Installed operating systems, hardware, and software.
- Prepared network cables to ensure smooth network operations.

Education

College of Telecom & Information

Bachelor's of Engineering Technology , Computer Programming · (September 2019 - January 2022)

College of Telecom & Information

Intermediate University, Computer Science · (June 1993 - September 1995)