

Ramez Ibrahim Al-Fayez

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QUALIFICATIONS

- Senior Information Technology Manager with more than 14 years of experience
- Adept at leading high-performance teams in formulating strategy, planning and executing cost-saving and business process improvement initiatives.
- Managing business development and PPP initiatives
- Expertise in the design, and implementation of large multi-system infrastructure, and datacenters.
- Skilled in managing all aspects of IT Development
- Demonstrated talents and Knowledge in IT Business, Governance, Projects, and Strategic Planning

PROFESSIONAL EXPERIENCE

ICT Director reporting to CEO

Riyadh Airport Company, Riyadh, Saudi Arabia

April 2017 – Present

- Create, Plan, prepare and execute Digital Transformation strategy
- Restructure ICT in Airport
- Contract and Managing IT Operator in Terminals
- Develop DR and BCP Plan
- Convert IT Function to a profit center, by providing IT services to Airlines and other vendors in terminals (IAAS, SAAS, connectivity, and other services)

Primary Projects:

- Refurbished Network of Airport: Most of network devices in airport are EOL or EOS and to be replaced. **Expected to be launched at Q4 2017**
- Implement Security Measurement: Security wasn't part of the design, so we had to redesign the architecture of the airport to implement security measures. **Expected to be launched at Q4 2017**
- BI Solution: Implement a BI solution to collect all data from different applications/locations and bring it in on datasure. This project is the first phase towards implementing BIGDATA solution for airport. **Expected to be launched at Q3 2017**
- IOT Program: The program has many projects to implement IOT solutions such as BT Beacons , RFID for luggage, Crowd Management System, and others. **Expected to be launched at Q3 2017**
- Billing Solution: Implement a Billing solution for aeronautical and nonaeronautical services that provided by RAC. **Expected to be launched at Q3 2017**
- ERP Solution: Implement an ERP Solution using Oracle E-Business Suite. **Expected to be launched at Q3 2017**
- Internet and Intranet Service: Implement a website for RAC (Intranet and Internet) with workflow solution to provide selfservices for vendors and employees. **Expected to be launched at Q3 2017**
- DR Solution: To enhance RAC infrastructure to remove any SPOF and provide DR for airport operation systems. **Expected to be launched at Q2 2018**
- Mobile Solution: To provide a package of services for passengers to enhance their experience in Riyadh Airport. Which include a lot of features and intergrate with payment services and IOT Infrastructure. **Expected to be launched at Q3 2017**
- Cloud Services: To move corporate services to the cloud using Microsoft services which includes ActiveDirectory, Exchange, EPM, SharePoint, Yammer and MSOFFICE. **Expected to be launched at Q3 2017**
- Access Control and CCTV: Implement new access control and CCTV for the whole airports which includes all terminals and other services buildings. **Expected to be launched at Q1 2018**
- Help Robot: To implement Robots to help passenger in finishing their ways, and provide information for their queries. **Expected to be launched at Q4 2017**

Advisor and Director of Business Development and Processes Office

Ministry of Justice, Riyadh, Saudi Arabia

Feb 2016 – Present

- Participate in creating ministry strategy and developing MOJ Transformation Program (برنامج التحول)
- Ministry representative in privatization in council of economic and development affairs
- Create, Plan, prepare and execute e-Transforming strategy
- Establishing and managing business process management office
- Managing Partnership with Private Sectors

- Identify and Develop Business products and services, and creating PPP Opportunities
- Participate in different national committees in different ministries

Primary Projects:

- Najez Program (MOJ E-Services): Developing and Implementing eservices strategy to successfully release Najez Program and eServices Departments (Development, Marketing, Helpdesk, Governance and Operation). **Expected to be launched at Q3 2017**
- Privatization of Document Assurance(التوثيق) – Saudi Vision 2030 –: Develop services to allow private sectors to perform some of activities that can be done by Notaries.**It was launched at Q1 2017**
- Data Modelling and Partnering with Private sector– Saudi Vision 2030 –: An initiative that have more than 6 projects successfully implemented and other ongoing projects to develop paid webservices to serve bank sectors and other private sectors. **It was launched at Q1 2017.**
- eJudiciary System – Saudi Vision 2030 –: One of the initiative of Saudi Vision 2030, to develop judiciary system that integrate all ministry of justice systems with MOI, MCI and other ministries to enhance and increase the efficiency of justice system in Saudi Arabia.
- Business Process Reengineering: Plan and Develop successfully projects to BPR of different sectors in MOJ
- Other projects: eZawaj, Integrate Judiciary Ads with Newspaper agencies, Electronic Auction.

Senior Program Manager

AL-ELM, Riyadh, Saudi Arabia

Jan 2015 – May 2016

- Managing Emerging Sector in IT Services: Project and Account Management
- Submitting Proposal to government RFPs
- Plan and Execute programs that got awarded
- Help in planning for future growth by: Providing marketing insights and analyses, budgeting, and sale leads

Primary Projects:

- Emirates ERP: Plan, and execute a Cloud ERP Project for All emirates within the kingdom using SAP.
- National HR Center: MCS Submitted RFP to implement National HR center that consolidate all data related to HR in government in one database, and provide integration layers with ERPs in different government sectors, also provide a frontend interface to serve as a recruitment solution for the whole kingdom. Technology is based on Oracle

E-Services Operations Manager

AL-ELM, Riyadh, Saudi Arabia

Dec 2012 – Jan 2015

- Establishing and Managing departments: SOC, NOC, Helpdesk, Governance, Systems and Applications
- Develop and Execute an IT strategy for Absher services
- Provide astute management and development of Ministry of Interior Portal and e-services, building and managing teams of professionals, leading design and development of infrastructure. Increased portal efficiency from providing less than 50 eservices and 20K users to **achieving portal availability of 99.9% with 4M users, 300+ eservices and more than 54M monthly transactions.**

Primary Projects:

- MOI Portal Infrastructure & Solution Upgrade: Provided technical expertise in the analysis and scoping of project, and developed implementation plan and designing to successfully install new infrastructure and visualization across two sites.
- Portal Infrastructure Security Assessment & Health Check: Performed comprehensive analysis of post-upgrade security and performance, collaborated with IBM on external testing of network and security.
- IMOI Building Datacenter: Developed and enhanced system to monitor and control building utilities, security and safety systems including, Air Conditioning, Power Generator, Fire alarm and FSOO, along with access control and IP-CCTV.
- Absher refurbish: using usability and user experience study, we refurbished the look and feel of Absher and provide new services which focus on easy to use services.

E-Services Development Manager

MINISTRY OF HIGHER EDUCATION

Sept 2008 – Dec 2012

- Played a key role in project managing full life cycle of a range of initiatives to develop eservices capabilities within the ministry.
- Working closely with ministry sections and departments to identify business requirements and identify solutions.

Primary Projects:

- Reengineering of MoHE Portal: Performed a thorough analysis of existing portal and planned and built a completely paradigm shift to government portal, including restructuring hardware, information and design. Prepared RFP for main portal and 30 CMs websites. In addition, establishing MoHE's first intranet portal. **Achieved Pan Arab Web Award for Best Ministry Portal.**
- King Abdullah Scholarship Building – 5th Stage Web Application: Managed the development of an online scholarship application program that facilitated the monitoring of application status, and included and administrative interface to process applications. **Received award for best eservices application in Saudi Arabia.**

Team Lead/Project Manager

KING ABDULAZIZ CITY FOR SCIENCE & TECHNOLOGY, Riyadh

Oct 2003 – Sept 2008

- Managed a system and development team to operate, maintain, and develop Databases, Internal and external websites, Servers, and Systems (Unix, Linux).
- Managed a range of external projects utilizing PRINCE2 methodology.

Primary Projects:

- Led System and Development team in infrastructure upgrade and creation of new applications, and steered system migration from Sun to Red Hat including the rebuilding of Information Service Unit's Helpdesk in line with ITIL standards.
- Worked on the development and launching of an online translation project.
- Developed monitoring tools for Network and system and designed local/national filtering database solutions

EDUCATION & PROFESSION CERTIFICATIONS

Master of Science in Information Systems

CCIS College, King Saud University, 2015

Bachelor of Science in Information Systems

CCIS College, King Saud University, 2003

PRINCE2 and ITIL Certification, London, UK

ON GOING PROFESSIONAL DEVELOPMENT

Certificate In Strategic Business Planning

Management Skills for Middle Managers

IT Strategic Planning: Maximizing the Value of Your IT Investment

Other technical courses

LANGUAGES

Arabic: Native

English: TOEFL 79 iBT