Contact

P.O.Box 156800
Riyadh   11788
+966 555 29 1881 (Mobile)
fawaz@alkenani.ws

www.linkedin.com/in/alkenani
(LinkedIn)
www.alkenani.ws (Personal)
www.stc.com.sa (Company)

Top Skills

ITIL
Project Management
Business Process

Languages

English
Arabic

Certifications

Level 2 of Dynamic Leadership
Project Management Fundamentals
Building Resilience
PMI Risk Management Professional
(PMI-RMP)
Level 1 of Dynamic Leadership

Honors-Awards

ECM Upgrade
2019 Performance Evaluation
ERP Modernization Program

Eng. Fawaz ALKENANI

Collaboration Services Operations Section Manager at stc
Riyadh

Summary

I have more than 25 years of experience in management &
consultation IT resources and the information technology sector
(Hardware, Software, Network, Management, Development,
Support, Communications, planning, design, implementing strategies
and policies), I also have experienced excellent communication,
interpersonal and organizational skills.

Experience

stc
7 years 10 months

Collaboration Services Operations Section Manager
April 2021 - Present (1 year 1 month)
Riyadh, Saudi Arabia

Collaboration Services Operations Section Manager

Self-Services Systems Operations Section Manager
February 2019 - April 2021 (2 years 3 months)
Al-Riyadh Governorate, Saudi Arabia

Responsible for the internal systems production of STC employees.

Provide 2nd level support for internal systems such as (iGate, BPM, Appraisal
& RPA).

Delivery & Quality Control Team Leader
July 2014 - February 2019 (4 years 8 months)
Al-Riyadh Governorate, Saudi Arabia

Responsible for the internal systems non-production & production of STC
employees.

Responsible for assuring data quality for collaboration services.

Responsible for designing testing scenarios based on business requirements,
validating the developed functionalities, providing quality control, performing
different types of tests and managing deployment of solutions.

Provide 2nd level support for all collaboration systems such as (iGate, e-
library , cCare, FileNET, SharePoint, JIRA).

solutions by stc
Senior Project Manager
December 2013 - July 2014 (8 months)
Al-Riyadh Governorate, Saudi Arabia

Team leader and responsible for the internal systems non-production &
production of STC employees.

ARRIYADH DEVELOPMENTCOMPANY
Information Technology Department Manager
January 2013 - June 2013 (6 months)
Al-Riyadh Governorate, Saudi Arabia

• Develop and manage the execution of departmental strategies and plans
based on corporate vision, mission, values and objectives.
• Support all reporting employees by providing mentoring, coaching, advice
and ensuring effective development.
• Evaluate overall operations of computing and information technology
functions and recommend enhancements.
• Oversee the development, design, and implementation of new applications
and changes to existing computer systems and software packages.
• Review and approve major contracts for computing and information
technology services and equipment.
• Report to CEO.

Duroob Technology
Ebusiness Project Manager
July 2008 - December 2012 (4 years 6 months)
Al-Riyadh Governorate, Saudi Arabia

• Analyze STC corporate website for business customers (www.stc.com.sa).
• Analyze the business processes, services, satisfaction level of customers.
• Understand the business and business process.
• Creating the business requirements document (Business Case, BRSD, FSD
and input to Product Descriptions).
• Facilitate discussions and elicit requirements.
• Work with STC project.

AL-KHALEEJ COMPUTERS & ELECTRONIC SYSTEMS
Senior Process Specialist
March 2005 - July 2008 (3 years 5 months)
Al-Riyadh Governorate, Saudi Arabia

• Systems Expert & Team Leader.

• Team Leader CA-Unicenter for Enterprise Systems & Service Management Project.

• IT Release Process Manager in Datacenter.

• Member of Change Advisory Board.

• Project with STC .

ARRIYADH DEVELOPMENTCOMPANY
Technical Support & Preparation Division Manger
October 1997 - March 2005 (7 years 6 months)
Al-Riyadh Governorate, Saudi Arabia

• Network Administrator.

• Acting Manger of Information Center.

• Member of many committees like Annual Inventory & stock evaluation, the Bidding Offers Analysis, etc.

• Secretary of Employees Cooperative Fund.

stc
Computer Operator
November 1996 - October 1997 (1 year)
Al-Riyadh Governorate, Saudi Arabia

Computer Operator

Lucent Technologies
User's support Engineer
December 1995 - November 1996 (1 year)
Riyadh, Saudi Arabia

• Install operating system.

• Install new hardware & software.

• Prepare network cable.

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)