

PERSONAL INFORMATION

Year of birth: 1983
Marital Status: Married
Arabic: Native.
English: (read, write and speak)

EDUCATION

2004-2005 **COMPUTER SCIENCES**
KING SAUD UNIVERSITY
Degree: Bachelor
Overall grade: 4.23 out of 5

WORK EXPERIENCE

2011-PRESENT **SAUDI FOOD AND DRUG AUTHORITY**
BPM AND INTEGRATION DIRECTOR

In September 2011, I was promoted to this position as a leader of Integration, BPM and BPMS activities. I have two main roles to play, delivery manager and project manager. With the help of my team and through the Office of BPM, we maintain the SFDA Enterprise Process Architecture and the process improvement methodology, support the SFDA business units in their process initiatives, and supervise all BPM automation projects. I manage the complete cycle from process discovery, through analysis and improvement, to, where appropriate, process automation.

This position required me to have a broader interaction with all different business and support sectors at SFDA. This gave me the opportunity to make an impact at an enterprise-level. To accomplish this, I took different roles:

- Chairman of the BPM Strategic Committee.
- Member of the Enterprise Architecture Committee.
- Establishing and managing the Office of BPM.
- Maintaining the Business Process Architecture of SFDA.
- Supervise the creation and adoption of Business Process Improvement methodology.
- Supervise the creation and monitoring SFDA processes KPIs.
- Manage BPM systems implementation.
- Manage internal and external Integration Projects.
- Manage the implementation of the integration solutions.

2010-2011 **SAUDI FOOD AND DRUG AUTHORITY**
INTEGRATION SECTION HEAD

In February 2010, I joined SFDA with one main goal, to establish the integration unit and to implement the ESB at SFDA. Some of my achievements while playing this role:

- Creating and Managing the Integration Unit in SFDA.
- Creating the Managing Integration infrastructure.
- Managing Internal and External Integration projects including Saudi Customs and Saudi eGovernment Program.
- Making sure best practices are being followed in developing integration projects.

CONTACT

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VISION

As a philosopher once said, "change is the only constant in life". I believe in change, transformation and in continuous improvement.

INTEGRATION ARCHITECT

In August 2008, I started working as an Integration Architect, with Project Management duties, in the Government Service Bus (GSB) department where the purpose of this layer is to provide the common ground for different government ministries and agencies in order to enable complex business processes through the integration of data and services. The roles I played include:

- Help government agencies in their on-boarding efforts. (Whether consumers or providers)
- Support GSB clients/accounts.
- Manage the GSB side of the integration projects from kick-off to go-live, including overseeing all PMO related project tasks.
- Oversee technical aspects and requirements and communicate those to agencies.
- Understand the client's business requirements and make sure they are properly applied through the technical means applied.
- Understand and support the clients in their application of technologies.
- Coordinate within GSB to manage and create agency specific accounts.
- Participate in QA tasks to make sure final solutions are compliant with Yesser standards.

Projects I participated in include:

- **On-Boarding:** the On-Boarding is the process that allows government agencies, consumers and providers, to join the GSB. I co-designed and helped putting the guidelines for this process.
- **Data Replication Project:** The goal of this project is to create a clean replicate of the participant agencies data. The biggest challenge is that most of the agencies have corrupted or garbage data in their databases. And some of them have the data in star architecture where different parties hold different schemas and data.

My Roles: Project Manager, Architect, and Business Analyst.

- **Yesser – Ministry of Interior (Al-Elm) Integration:** The main objective of this project is to link Yesser to AlElm in order to utilize their data services and therefore enable interested government agencies form utilizing those services. Those services include: Citizen Record Service, Resident Record Service, Traffic Violations, ...etc. for Citizens Service

My Role: Project Manager, Data Architect

- **Yesser – SADAD:** The aim of this project is to build an ePayment gateway and save government agencies the time and effort by connecting easily through GSB and consume SADAD services transparently.

My Role: Project Manager, Service QA

- **Yesser – GOSI:** This is a two-way project. Yesser is a provider and a consumer in the same time. GOSI needed to consume services from MoI (Ministry of Interior), MCI (Ministry of Commerce and Industry), MoE (Ministry of Education) and MoCS (Ministry of Civil Service). In the other hand, GOSI is providing Employment Status and Company Certificate services.

My Role: Project Manager, Technical On-Boarding

- **Yesser – MOCS (Ministry of Civil Services):** This is a two-way project. Yesser is a provider and a consumer in the same time. MOCS needed to consume services from MoI (Ministry of Interior). And on the other hand, MOCS is providing Employment service.

My Role: Technical On-Boarding

INTEGRATION DEVELOPER/DESIGNER

In July 2005, I joined STC to work as part of the Enterprise Application Integration team. This position required high communicating with different parties and departments, in an effort for collecting and analyzing the requirements and then implementing the integration projects. The implementation was done using WebMethods integration platform. The projects I participated in include:

- **CoBrand:**

The idea of the project is to allow STC customers to apply for credit or prepaid cards through bank branch offices. Based on card usage, STC customers will get additional Qitaf points which can be redeemed for a number of reward services like free SMS, MMS, ...etc.

There are two main processes in this project. First is for points redemption and the second is for payment reconciliations.

My Roles: Architect, Designer, Developer and QA

Tools & Environment: WebMethods 6.5, Oracle 9i, XML, HTTP

- **Service Provisioning for prepaid services:**

The main purpose of this project is to control the business process of service provisioning for prepaid customers between service providers and IN (Intelligent Network) systems. This includes balance checking, balance adjustment, profile checking and rollback if needed. Prepaid services include: JAWALNET, IMPS (Instant Messaging & Presence Service), Mawjood Extra, MyGroup, RBT (Sada), PTT (Arsel), PushEmail, Content Service Provider, Call Screening.

My Roles: Designer, Developer, Tester and Monitoring

Tools & Environment: WebMethods 6.5, Oracle 9i, XML, HTTP, COMTEL adapter, (Siemens) SMAP adapter, (Ericsson) PPAS adapter, (Ericsson) CS adapter

- **ePayment report portal using Oracle HTMLDB (Application Express):**

A portal for 902 agents to allow them to check the status of various services for the customers.

My Roles: Designer, Developer and Monitoring

Tools & Environment: Oracle Apex 10g, PL/SQL

- **Bill Payment Gateway (1st phase: integrating Points of Sales)**

This system is intended to ease the way customers can pay their bills and to create flexible choices for them. The first phase is integrating points of sales at the customer service offices with the billing system in STC to allow real time payments.

My Roles: Designer and Developer

Tools & Environment: WebMethods 6.5, Oracle 9i, XML/FF, HTTPS/HTTP

- **Messaging Delivery Gateway.**

The main purpose of this application is to be a gateway for messaging (SMS, MMS & email) for any other system inside STC.

My Roles: Developer

Tools & Environment: WebMethods 6.5, Oracle 9i, Mail server

- **Electronic Fund Transfer with Riyadh Bank.**

An interface between STC Financial department and Riyadh Bank to allow them to do payments and check for account statement.

My Roles: Developer

Tools & Environment: WebMethods 6.5, Oracle 9i, AS400, HTTPS

- **SIMAH inquiry interface.**

An interface between SIMAH and STC to share black list entries with the banks. This interface has built-in rules engine, which gives the agent the ability to decide what service the customer can be given.

My Roles: Developer

Tools & Environment: WebMethods 6.5, Oracle 9i, XML, HTTPS

PARTICIPATIONS

2012 SPEAKER

Title: "Business Process Management and Automation at SFDA"
@: Building Business Capability Conference – Sydney, Australia.

2011 SPEAKER

Title: "BPM at SFDA"
@: The Association of BPM Professionals – Riyadh, Saudi Arabia

MANAGEMENT TRAINING

2012 High Impact Leadership: Expanding Your Influence to Achieve Results

Center: Learning Tree
Location: Washington DC

2012 Management Skills for an IT Environment

Center: Learning Tree
Location: Washington DC

2011 Managing Process Centric Enterprise

Center: BPTrends
Location: Riyadh

2011 Project Management: Skills for Success

Center: Learning Tree
Location: NYC

TECHNICAL TRAINING

2011 Business Process Professional Certificate

Center: BPTrends
Location: Riyadh

2011 Implementing Business Process Improvement (BPI)

Center: Learning Tree
Location: NYC

2010 Oracle SOA Suite 11g: Build Composite Applications

Center: Oracle
Location: NYC

2009 Developing IBM WebSphere Process Server V6.2 Business Integration Solutions I

Center: IBM
Location: London

2009 IBM WebSphere Application Server V6.1 Administration I

Center: IBM
Location: London

2007 SQL Tuning

Center: Oracle
Location: Dubai

2006 Developing Applications for J2EE Platform

Center: Sun Microsystems
Location: Riyadh