

KHAOULA ABDELAZIZ

IT PROJECT MANAGER (PMP)®

CONTACT

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RIYADH, SAUDI ARABIA

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SKILLS

SOTI MOBILE CONTROL

PROJECT MANAGEMENT : JIRA, AGILE, SCRUM, GANTT, MS Project, ServiceNow, ITSM, Slack

SQL, Oracle PL / SQL , HTML , JSON

Orbit, Pascal

ACADEMIC BACKGROUND

Master's degree in science and technology with a specialization in Applied Computer Methods for Business Management.

University Nice Sophia
Antipolis -ORACLE UNIVERSITY
Sept. 2019 – Sept 2021 Nice -
FRANCE

Master's degree in research economics with a focus on Industry and Innovation Governance.

University Nice Sophia Antipolis
Sept. 2018 – Sept 2019 Nice –
FRANCE

Master's degree in territory management.

University Nice
Sophia Antipolis Sept. 2017 –
Sept 2018 Nice – FRANCE

SUMMARY

As a **PMP-certified IT Project Manager** with over five years of experience, I bring a proven track record of managing and delivering complex projects across diverse domains, including software development, quality assurance, and system integration. My academic foundation, enriched through advanced studies at one of France's leading universities in partnership with Oracle University, has equipped me with exceptional technical proficiency and analytical expertise. Throughout my career, I have demonstrated strong leadership, strategic planning, and problem-solving skills, consistently achieving project objectives and fostering innovation. I am now poised to leverage my extensive experience and leadership acumen to drive impactful results for visionary organizations.

ACHIEVEMENTS

- Project Manager Professional (PMP) ®
- Certified ORACLE BIG DATA SPECIALIST 1Z0-449 Oracle Big Data 2017 Implementation Essentials :
<https://www.credly.com/badges/7da9ad35-bf74-41bd-8c99-f3baf9c2e60e/whatsapp>
- International English Language Testing System (IELTS)

EXPERIENCE

FREELANCE CONSULTANT – B.A. and P.M.

Riyadh Region Municipality- أمانة منطقة الرياض
Representing: Microsoft | Duration: 1 month

1. Project Management and Strategic Coordination

- Led the assessment project for the "AS-IS" evaluation of digital processes and systems across all departments and Riyadh Region Municipality.
- Ensured alignment of objectives through active communication with technical and functional team.
- Organized, facilitated, and tracked meetings.

2. Systems and Workflow Analysis:

- Conducted an in-depth analysis of 62 systems in prod. To understand workflows, interdependencies, and areas of improvement.
- Evaluated existing document volumes (sizing) and identified challenges related to document management.
- Assessed the existing pinpointed weaknesses.

3. Coaching and Technical Enablement:

- Participated in training sessions on Microsoft tools for ECM(Enterprise Content Management), RPA(Robotic Process Automation) and Copilot.

4. Business Analysis (BA):

- Analyzed BRDs and SCRs to capture specific needs and align proposed solutions

5. Documentation and Reporting:

- Prepared detailed daily reports to monitor project progress.
- Authored an extensive final report (**80 pages**) documenting the "As-Is" assessment, challenges analysis, and strategic recommendations.

Bachelor degree in business administration.

University Jean
Sept. 2015 – Sept 2016 StEtienne –
FRANCE

LANGUAGES

- ◆ ARABIC - Native
- ◆ ENGLISH - Proficient
- ◆ FRENCH - Native

IT PROJECT MANAGER

IER- Bolloré Group FRANCE
July 2023- recent

- ◆ Collaborate with cross-functional teams to identify and prioritize features and requirements
- ◆ Implementing SaaS solutions for new clients.
- ◆ Providing technical support, including handling Service Requests (SR) and conducting training on systems.
- ◆ Demonstrating proficiency in SOTI MOBILE CONTROL, the software utilized for managing 6,000 deployed SMART phones. Creating various contractual documents, such as application contracts and technical memoranda.
- ◆ Supervising a diverse team comprising developers, technicians, project managers, and sales representatives.
- ◆ Overseeing software development progress and addressing bug fixes. Orchestrating and managing the process of acceptance testing.
- ◆ Effectively prioritizing and managing critical situations and emergencies. Leading change management efforts, including organizing and delivering training sessions for team members and preparing user documentation. Spearheading project management activities related to video-ticketing.

IT PROJECT MANAGER

CFPT FRANCE
Dec. 2022-May 2023

- ◆ Coordination and monitoring of project progress while adhering to deadlines and budget.
- ◆ Communication and collaboration with various project stakeholders. Identification of risks and opportunities, monitoring, and management of issues.
- ◆ Planning the necessary resources to achieve project objectives, including the recruitment of new team members.
- ◆ Development and updating of project documentation, including project plans, progress reports, and technical specifications.
- ◆ Training and mentoring team members.

PRODUCT OWNER

BORAQ
Jan. 2021 - Jul 2021

- ◆ Contribution to facilitating communication between stakeholders and developers.
- ◆ Assisting in backlog design.
- ◆ Facilitating development teams (11 people).
- ◆ Participating in writing User Stories with business stakeholders. Contributing to the creation of Road Maps.
- ◆ Analyzing user and business needs.
- ◆ Facilitating SCRUM ceremonies.
- ◆ Establishing activity reports.
- ◆ Organizing meetings with business experts.
- ◆ Creating presentations.