

Mohamad Naddaf

PMP Certified Senior Project Manager

Address Riyadh Saudi Arabia

Phone +966566793947

E-mail naddaf.mohamad@gmail.com

LinkedIn

<https://www.linkedin.com/in/mohamadnaddaf/>

Results-driven Senior Project Manager with over 9 years of experience with project management in the technology and IT fields. Recognized for exceptional client oversight, issue resolution, and detail-oriented leadership. Proven track record managing Digital Transformation, Customer Experience, and technology-related projects. Adept at overseeing multiple tasks and employees simultaneously, ensuring efficient project execution. Currently leading a transformative cloud solution project for a prestigious Saudi government entity, focusing on infrastructure development and a cloud management portal (CMP). Successfully managing more than 10 heavily engaged vendors, coordinating interdependencies, and closing essential infrastructure implementations. Strong communication and collaboration skills foster productive relationships with stakeholders at all levels. Committed to goal-oriented planning and continuous improvement.



Skills

◆ **AGILE PROJECT MANAGEMENT:** Expertise in leading and managing complex projects, ensuring successful delivery within scope, budget, and timeline. Proficient in project planning, risk management, and resource allocation.

◆ **CLIENT OVERSIGHT:** Strong client management skills, including conducting business requirements workshops, managing client expectations, and ensuring timely delivery of project milestones. Proven track record of fostering positive client relationships.

◆ **VENDOR MANAGEMENT:** Demonstrated ability to effectively manage vendor relationships, coordinating interdependencies between multiple vendors. Skilled in effective collaboration, performance monitoring, and issue resolution.

◆ **PROBLEM SOLVING:** Strong problem-solving and analytical skills, enabling the identification and resolution of complex project challenges. Ability to think critically, evaluate alternatives, and implement effective solutions.

◆ **COMMUNICATION & COLLABORATION:** Excellent communication and interpersonal skills, enabling effective collaboration with stakeholders at all levels. Strong ability to articulate project requirements, provide clear direction, and foster a collaborative project environment.

◆ **DIGITAL TRANSFORMATION:** Extensive experience managing projects related to digital transformation initiatives. Knowledgeable in implementing innovative technologies and driving organizational change to enhance digital capabilities.

◆ **DESIGN THINKING:** Proficient in applying design thinking principles to project management, fostering a user-centric approach to problem-solving. Ability to incorporate design thinking

methodologies to enhance project outcomes and deliver innovative solutions.

CUSTOMER EXPERIENCE: Proven expertise in managing projects focused on improving customer experience. Skilled in identifying customer needs, defining strategies, and implementing solutions to enhance satisfaction and loyalty.

LEADERSHIP: Detail-oriented leader with a goal-oriented approach. Ability to oversee and motivate cross-functional teams, ensuring alignment with project objectives and driving successful project outcomes.

STRATEGIC PLANNING: Proficient in strategic planning, aligning project goals with organizational objectives. Skilled in developing comprehensive project plans, considering dependencies, and monitoring progress towards achieving strategic milestones.

TECHNOLOGY MANAGEMENT: In-depth understanding of technology and IT landscape, facilitating effective management of technology-related projects. Proficient in evaluating and implementing cutting-edge solutions to meet business objectives.

ISSUE RESOLUTION: Experienced in identifying and resolving project issues and conflicts. Skilled in problem-solving, mitigating risks, and maintaining project momentum in challenging situations.

CONTINUOUS IMPROVEMENT: Committed to continuous improvement, actively seeking opportunities to enhance project management practices. Proven ability to leverage lessons learned, apply best practices, and drive efficiencies in project execution. By leveraging these skills, I have consistently achieved successful project outcomes, exceeding client expectations and delivering value to organizations.



Work History

Aug 2023 - Senior Project Manager

Current

Rackspace, Riyadh

Successfully leading a groundbreaking project for a Saudi government entity, focusing on creating a comprehensive cloud solution consisting of two vital components: infrastructure implementation and the cloud management portal (CMP) development.

- Effectively managing more than 10 heavily engaged vendors, ensuring seamless coordination and interdependency between all parties involved.
- Achieved significant milestones by successfully closing essential infrastructure implementations in one site, with second site currently in progress.
- Facilitating successful client management by conducting business requirements workshops and managing pre-requisites preparations for vendors implementations.
- Proactively collaborate with the client to obtain crucial decisions, enabling smooth collaboration between Rackspace, vendors, and the client.
- Leading client reporting activity, preparing and presenting comprehensive reports to discuss project updates, progress, main issues, and next steps.
- Engaging with the client's PMO team, technical team, other involved client departments, and Rackspace management to ensure effective

communication and alignment.

- Demonstrating expertise in managing the RAID log, effectively identifying, tracking, and resolving risks, actions, issues, and dependencies.
- Conducting regular meetings with vendors to update plans, monitor progress, and address any roadblocks, fostering a collaborative and efficient working relationship.
- Maintaining regular communication with Rackspace technology team and engaged in meetings with various client teams to ensure seamless project execution.
- Leading the creation and maintenance of a comprehensive program plan, encompassing all vendors, client activities, and inter-dependencies.
- Successfully created and managing a project plan with over 10,000 lines of high-level activities, ensuring regular updates and alignment with project objectives.
- Spearheaded the creation of the CMP releases plan, prioritizing and managing the development of releases use cases to meet client requirements.
- Ensured readiness of all necessary components for the software development team, both from the client and various vendors.

Joining Rackspace Technology as a Senior Project Manager, I have played a pivotal role in leading an innovative project for a Saudi government entity, creating a transformative cloud solution. My achievements in vendor management, client engagement, reporting, and program planning are contributing to the successful implementation of this critical project.

**Aug 2021 -
Jul 2023**

Senior Project Manager

UXBERT LABS, Riyadh, Saudi Arabia

- Oversee large portfolio of projects to support teams, report progress, and influence positive outcomes for key stakeholders.
- Communicate project plans and progress to key stakeholders and project contributors.
- Prepare and present project management documents such as Plans, timelines, stakeholder register, roles and responsibilities, risk register and others.
- Lead HR transformation program inside the company.
- Enhance company processes by mapping current state and planning/managing processes future improved state across all important functions.
- Prepare VC presentations to be presented by executive management for investors.
- Manage executive management meetings and prepare plans and follow up on actions and decisions taken.
- Create project management and data analytics templates to be used across various projects in the company .
- Successfully set up companies outside Saudi Arabia (USA, ADGM UAE).
- Create org charts to match company needs.
- Create policies documents for various company needs.
- Manage project management tools like Jira, Trello and other communication tools.

**Jan 2019 -
Jul 2021**

Digital Transformation Project Manager

Mobily, Riyadh, Saudi Arabia

- Align with other business units to define, prioritize and execute quarterly and yearly digital roadmap addressing strategic goals.
- Contribute to 2019 roadmap achievement by working very closely with IT teams tracking digital initiatives, negotiate priorities and resolve conflicts Improve team productivity/efficiency and enable better visibility to senior management by acting as scrum master across all Mobily's digital channels projects making sure tasks are being delivered in a timely manner.
- Run ongoing internal and external meetings including daily stand-ups, reviews, weekly check-ins and monthly alignment meetings.
- Execute cross departmental Digital Transformation related projects through planning, monitoring and facilitating communications throughout the project lifecycle.
- Cooperate with Customer Experience team by defining and mapping digital customer journeys helping to identify and prioritize digital initiatives.
- Part of the corporate Risk Management team as Digital Transformation risk champion responsible for ensuring digital related risks are identified, properly addressed and with full alignment across all concerned units and stakeholders.

**Dec 2017 -
Dec 2018**

PMO Manager

Jathwa Technologies, Riyadh, Saudi Arabia

Promoted to PMO Manager, responsible for building the organization's first Project Management Office and directly managing its operations to help achieve the strategic goals desired. Duties include:

- Designed technical upgrade paths, incorporating requested functionality and performance enhancements.
- Assessed, planned and built PMO from scratch.
- Applied and maintained project management methodologies, standards and processes on program level (Data Analytics and Customer Experience) to enhance projects implementation efficiency.
- Improved customer satisfaction by acting as face to the customer managing their expectations and enabling measurement of their satisfaction.
- Eliminated all project issues caused by cross-functional teams through centralizing communication and stakeholder management and by providing clear responsibility matrix.
- Presented effective executive reporting allowing senior management to have full visibility over the portfolio.
- Maintained full resource visibility and analysis to develop accurate project schedules.
- Contributed to the organization strategy development (Initiatives, programs and KPIs) as an effective member in its Corporate Performance Management committee and directly managing CPM system implementation.

- Lead Lean Organization strategic initiative and process improvement related programs.

Aug 2014 - Nov 2017 Project Manager

Jathwa Technologies, Riyadh, Saudi Arabia

Responsible for delivering Data Analytics, Customer Experience, SW and IT related projects in various environments from the early initiation stages to completion with up to 1+ years in time. Duties include:

- Achieved project deadlines by coordinating with contractors to manage performance.
- Translated business needs into measurable technical requirements, and developed scope of work, schedules, detailed plans and documentation.
- Led cross-functional teams, monitored progress and resolved day-to-day issues making sure project objectives are met.
- Enabled effective communications and collaborated with leaders, suppliers and project teams to ensure projects run smoothly and are completed in a timely manner.
- Directed project meetings and produced detailed and summarized status reporting.
- Maintained customer relationships to achieve satisfaction and retention.
- Conducted project evaluation reviews to assess how well projects were managed and took corrective actions accordingly.

Nov 2012 - Apr 2014 Network Engineer

Computel, Beirut, Lebanon

Jun 2011 - Oct 2012 Pre-Sales Engineer

Computel, Beirut, Lebanon

Aug 2009 - Nov 2010 Network Administrator

Saudi Oger, Riyadh, Saudi Arabia



Education & Certifications

Sep 2005 - Jan 2009 Bachelor of Science: Computer Science

Global University - Beirut, Lebanon

Jun 2020 - Sep 2020 Organizational Design For Digital Transformation: Digital Transformation

MIT

Oct 2019 - Oct 2019 Design Thinking Course & Certificate

LEORON Institute - Riyadh, Saudi Arabia

May 2018 - Jul 2018 Lean Six Sigma Green Belt

Lean Six Sigma Institute

Project Management Professional PMP Certificate

Feb 2017 - PMI
Feb 2017

Feb 2016 - **Project Management Professional Course**
Apr 2016 *New Horizon - Riyadh, Saudi Arabia*

Aug 2016 - **Google AdWords Certificate**
Aug 2016 *Google*

May 2012 - **Cisco SB Specialization Account ManagerCertificate: Cisco**
May 2012 **SB Specialization Account Manager**
Cisco

Feb 2010 - **CCNP Multilayer Switching Certificate**
Feb 2010 *Cisco*

Aug 2009 - **MCTS ISA Server Certificate**
Aug 2009 *Microsoft*

Mar 2008 - **Certified Ethical Hacker Certificate**
Mar 2008 *EC-Council*

Jul 2007 - **CCNA Certificate**
Jul 2007 *Cisco*