

Rayyan Hafez

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Makkah, Saudi Arabia
Rayyan Hafez

Education History

Master's Degree in Technology Management

University of Saint Thomas | 2018

Post-Baccalaureate Certificate in Technology Leadership

University of Saint Thomas | 2018

Master's Degree in Business Administration and Management

Concordia University-Saint Paul | 2016

Bachelor's Degree in Computer Engineering

Umm Al-Qura University | 2007

Skills

- Management
- Team Leadership and Management
- Business Development
- Technology Management
- Corporate Communication
- Customer Service
- Project Management
- Problem Solving
- Digital Marketing
- Strategic Planning
- Change Management
- Digital Transformation
- Digital Manufacturing
- Training
- Improvement Quality
- Network Administration
- Information Security Management
- 3D Printing
- SolidWorks
- AutoCAD
- Negotiation

Profile

Detail-oriented Information Technology Manager, holding a Master's Degree in Technology Management, with an extensive background in computer engineering, and compilation of consolidated business management, experienced in providing professional technical support to achieve a high percentage of performance, with exceptional project management, consulting, operation management, progress management, supervision, management, and organizational skills. In addition to excellent quality standards, and effective communication skills.

Work Experience

Information Technology Manager

Megamind IT Solutions | Aug 2022 - Jul 2024

- Managing and maintaining the information technology infrastructure and providing L1 technical support.
- Leading and mentoring IT team, fostering high performance and collaboration.
- Supervising IT projects, ensuring on-time and on-budget delivery.
- Contribute to the development of digital strategies and implement digital transformation tools.
- Built strong client relationships based on trust and active listening.
- Revising and developing IT policies and implementing them on the site.
- Conducted effective client workshops to accelerate understanding and consensus building.
- Establishing user accounts and managing access.
- Documenting processes, as well as constructing and putting into place effective mechanisms for issues reporting and end-user feedback.
- Maintaining knowledge of best practices and recent developments in information technology management.

Freelance Business Development Manager

Freelance | Aug 2021 - Aug 2022

- Making contact with new customers to build rapport and schedule meetings.
- Planning and managing fresh marketing campaigns.
- Preparing feasibility studies and business plans.
- Boosting the worth of present clients while luring new ones.
- Identifying and expanding new markets, as well as increasing sales.
- Attending meetings, conferences, and business activities.
- Creating estimates and proposals for customers.
- Establishing and ensuring the achievement of goals for the development team and business expansion.
- Training personnel and assisting team members in developing their talents.

Computer Engineer

SPL | Jun 2019 - Aug 2022 \ Sept 2009 - Jun 2010

- Maintaining the information technology infrastructure and providing technical support to Saudi post staff.
- Observing and directing Routine maintenance procedures for PCs, scales, and points of sale.
- Drafting plans for new computer hardware and presenting them to management.
- Preparing performance reports and presenting them to management.
- Supervising the operations of IT projects in physical locations.
- Keeping abreast of new developments in technology and integrating them into current systems.
- Preparing statistical reports about ongoing projects and submitting them to management.

Courses

Lean Six Sigma Greenbelt | Professional Development Center | Global Division
Marketing in The New Media | Genius Making Center For Training
Photo Reading | Learning Strategies Corporation
How to Start Your Small Business | Makkah Chamber of Commerce
Integrated Training program in Japanese Kaizen Strategy | Alqadem Training Center
Understanding Trade Secrets | Lynda
Understanding Copyright: A Deeper Dive | Lynda
Understanding Intellectual Property | Lynda
Understanding Patents: A Deeper Dive | Lynda
Understanding Rights of Publicity: A Deeper Dive | Lynda
Understanding Trademarks: A Deeper Dive | Lynda
Dangerous Goods (CAT 09) | (SGS) Saudi Ground Services
Airport Familiarization Training | (SGS) Saudi Ground Services
Introduction to GACAR | (SGS) Saudi Ground Services
Human Factors Training, Initial | (SGS) Saudi Ground Services
Emergency Response | (SGS) Saudi Ground Services
Security Training, Initial | (SGS) Saudi Ground Services
Safety Training, Initial | (SGS) Saudi Ground Services
Passenger Handling | (SGS) Saudi Ground Services
ITIL® Foundation 4 First Look | LinkedIn
Learning ITIL® | LinkedIn

Certificates

MakerBot Operator | MakerBot | 2018
Computer Aided Design and Drafting Certificate | Monroe Community College | 2014
SolidWorks Associate | Dassault Systems | 2013
ICDL 4.0 | ICDL Saudi Arabia | 2009

Prime Now Associate

Amazon | Jul 2018 - Jun 2019

- Delivering exceptional customer service via through, supportive relationships with clients and coworkers.
- Maintaining a spotless, secure working environment by abiding by all safety guidelines and maintaining high standards for order accuracy.
- Using the automated system, orders are processed swiftly and precisely while being always aware of the environment to deliver outstanding customer service.
- Communicating with management clearly and effectively about any problems or issues that may occur during the shift and taking advantage of training opportunities when they are offered.
- Following all business regulations and procedures, as described in the employee handbook, including but not limited to attendance, punctuality, confidentiality, etc.

General Manager

Makkacom Computers | Jun 2009 - Jan 2012

- offering small businesses and individuals' maintenance and technical support services for computers and mobile devices.
- Marketing technology devices related to computers.
- Directing day-to-day company activities.
- Creating and putting into action growth initiatives.
- Educating personnel and supervisors at lower levels.
- Setting up and controlling budgets.
- Assessing output and performance.
- Examining financial and accounting data.
- Finding and investigating potential areas for growth.
- Making presentations and producing reports.

Administrative Assistant

Saudi Bin Ladin Group | Nov 2008 - Apr 2009

- Working on administrative tasks and data insertion.
- Taking care of administrative responsibilities like filing, producing reports and presentations, setting up meetings, and obtaining new supplies.
- Arranging appointments and resolving disputes to facilitate real-time scheduling.
- Booking travel-related arrangements, such as reservations for hotels, automobiles, restaurants and flights.
- Screening incoming calls and directing callers to the right party.
- Generating reports, transcribing meeting minutes, making presentations, and conducting research using computers.
- Greeting and helping guests.
- Maintaining courteous and professional phone, email, and mail interactions.
- Assuming others' needs to make their experience seamless and satisfying.

Training

- **Summer Trainee** | Bud Telecommunication Company | May 2006 – Jul 2006 | 8 Weeks
- **Summer Trainee** | Ericsson Education Middle East RAYYAN HAFEZ | May 2004 – Sept 2004 | 8 Weeks