

MOHAMED ABDULRAZZIQ

IT Manager | Digital Transformation Lead | Aramco TPCC Certified

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Eastern Province, Saudi Arabia • Transferable Iqama • Open to Relocation

PROFESSIONAL SUMMARY

IT Manager and Digital Transformation Lead with 7+ years building enterprise IT infrastructure and custom digital systems for a manufacturing group in Saudi Arabia. Designed and deployed a 3-site secure network from the ground up using FortiGate firewalls. Built and currently operate in-house platforms in active production: a CRM serving 3,000+ customers, a maintenance ticketing system processing 1,000+ active service requests, and a manufacturing order management module with stage-by-stage tracking. Achieved Aramco Third Party Cybersecurity Compliance Certification twice, with all controls implemented in-house. Backed by Microsoft MCSE Core Infrastructure and CompTIA Security+ certifications.

CORE COMPETENCIES

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| • Digital Transformation & Process Automation | • Enterprise Network Architecture (FortiGate) |
| • Cybersecurity Compliance (Aramco TPCC, NCA) | • Windows Server (AD, DNS, DHCP, GPO) |
| • Custom Software Development (PHP / Laravel) | • CRM & Internal Systems Implementation |
| • IT Asset Management & ITIL Service Delivery | • IT Budget Planning (CapEx & OpEx) |
| • Vendor Management & SLA Coordination | • Manufacturing Systems & MES Concepts |

PROFESSIONAL EXPERIENCE

Solutions Group (Holoul Group — Wooden Products Manufacturing)

Eastern Province, Saudi Arabia | 2019 – Present | 7+ Years (Progressive Roles)

IT Manager — Holoul Factory

2022 – Present

- **Network & Security Architecture:** Designed and deployed a 3-site secure enterprise network from scratch using FortiGate firewalls — covering LAN, WAN, site-to-site VPN, NAT, and traffic filtering — for stable inter-site connectivity and centralized policy.
- **Aramco Cybersecurity Compliance:** Achieved Aramco Third Party Cybersecurity Compliance Certification (TPCC) for the company twice, implementing all required controls in-house — covering policy, technical controls, monitoring, and audit readiness.
- **Custom CRM Platform:** Built and operate the in-house CRM (PHP / MySQL), now serving 3,000+ active customer profiles with full contract data, interaction history, and integrated reporting.
- **Maintenance Ticketing System:** Built and operate the maintenance management platform, currently processing 1,000+ active service tickets with automated routing, technician assignment, and full audit trail.
- **Manufacturing Order Management:** Built the production tracking module with stage-by-stage process management and per-stage planning, providing visibility from order intake through delivery.
- **Windows Server Environment:** Administer Active Directory, DNS, DHCP, and Group Policy across 100+ users; maintain 99.9% system uptime through proactive monitoring and incident response.
- **IT Asset & Vendor Management:** Maintain full IT asset inventory through complete hardware and software lifecycle; manage vendor contracts, SLAs, and license compliance audits.
- **Backup & Business Continuity:** Maintain enterprise backup, recovery, and disaster recovery procedures; manage onboarding and offboarding access provisioning for all employees.
- **IT Budget Planning:** Plan and manage annual IT operating and capital expenditure budgets in coordination with finance and senior management.

Network & IT Specialist — Zina

2019 – 2022

Established the company's initial IT infrastructure from zero — the group had no internal IT function before this role.

- Deployed the first multi-site network across three group locations, achieving 100% inter-office connectivity and reducing communication latency by 40%.

- Provided first-line technical support for production and office staff; configured and deployed all IT equipment for new staff and tech refresh cycles.
- Built and maintained the IT asset inventory, license records, and standardized IT documentation, reducing new employee onboarding time by 25%.
- Administered local servers, daily backup operations, and routine network maintenance — sustained 99% system uptime.
- Initiated early in-house web development projects in PHP / Laravel that later evolved into the CRM, maintenance, and manufacturing platforms.

IT & Network Support Technician — Namaa Factory
2018 – 2019

Egypt

- Supported daily IT operations and provided technical support for 50+ users across manufacturing and office environments.
- Configured and maintained routers, switches, and wireless access points; assisted with server administration and backup procedures.
- Maintained IT documentation and asset records to support operational consistency.

CERTIFICATIONS

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|---|-------------------------------|
| • Third Party Cybersecurity Compliance Certificate (TPCC) | Saudi Aramco — Achieved Twice |
| • Microsoft Certified: Windows Server Hybrid Administrator Associate | Microsoft, 2024 |
| • Microsoft Certified Solutions Expert (MCSE): Core Infrastructure | Microsoft |
| • Microsoft Certified Solutions Associate (MCSA): Windows Server 2016 | Microsoft |
| • CompTIA Security+ | CompTIA, 2023 |
| • Certified Associate in Cybersecurity | Fortinet, 2025 |

EDUCATION

Bachelor of Computer Science
2012 – 2016

Faculty of Computers and Information, Menoufia University, Egypt

TECHNICAL SKILLS

- Networking & Security:** FortiGate NGFW, LAN/WAN, Site-to-Site VPN, NAT, Traffic Filtering, Firewall Policy, Endpoint Protection, Incident Response, NCA & Aramco Compliance Standards
- Infrastructure & Systems:** Windows Server 2016 / 2019 / 2022, Active Directory, DNS, DHCP, GPO, Virtualization, Backup & Recovery, Disaster Recovery
- Development & Automation:** PHP, Laravel, MySQL, RESTful APIs, MVC Architecture, Git Version Control, Internal Portal Development, Process Automation
- IT Service Management:** ITIL-Based Helpdesk, SLA Coordination, Asset Lifecycle Management, License Compliance, Onboarding / Offboarding, Vendor Management
- Monitoring & Reporting:** SolarWinds, Performance Tuning, Compliance Reporting, KPI Tracking, Trend Analysis
- Languages:** Arabic (Native), English (Professional Working)