

Rami J. Al-Shuaibi Resume

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Personal Information

Name	Rami Jehad Ali Al-Shuaibi
Nationality	Jordanian
Marital Status	Married

Education	15 February 2008	Zarqa Private University	Zarqa, Jordan
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B.Sc. in Computer Science

Experience	Date	May 2022 – Present
	Company	Thiqah business services https://www.thiqah.sa
	Title	Business Consultations Expert
	Location	Riyadh, Saudi Arabia

I am center of excellence in Business Consultations Department and my main responsibilities are:

- 1- Lead consultation frameworks and methodologies across strategic initiatives and business domains.
- 2- Design and institutionalize internal processes, governance models, and operational standards.
- 3- Drive organization-wide adoption of AI-driven frameworks supporting prioritization and decision-making.
- 4- Conduct business maturity assessments and define capability development roadmaps.
- 5- Provide advisory support for digital products, business case development, requirements, and solution definition.
- 6- Facilitate cross-department alignment across UX, R&D, Product Delivery, Technology, Compliance, and business owners.
- 7- Conduct orientation, onboarding, and awareness sessions to embed standards and operational practices.
- 8- Develop performance frameworks, OKRs, and value-realization models aligned with strategic objectives.
- 9- Create documentation standards, playbooks, templates, and knowledge systems to enhance delivery consistency.
- 10- Support strategic planning and portfolio alignment to ensure initiatives contribute to measurable impact.

Date	September 2016– April 2022
Company	Thiqah business services https://www.thiqah.sa
Title	Systems Analyst Team Leader
Location	Riyadh, Saudi Arabia

My main role(s) in Thiqah as a Systems Analyst Team Leader:

- 1- Applying the cascaded strategic goals
- 2- Defining tactical and SMART goals relevant to strategic goals and set the plans to apply them.
- 3- Create an inspiring team environment with an open communication culture
- 4- Deputizing people and Delegate tasks and set deadlines
- 5- Oversee day-to-day operation
- 6- Monitor team performance and report on metrics
- 7- Motivate team members using the available resources
- 8- Discover training needs and provide coaching
- 9- Listen to team members' feedback and resolve any issues or conflicts
- 10- Recognize high performance and reward accomplishments
- 11- Encourage creativity and risk-taking
- 12- Suggest and organize team building activities

Date	October 2013 – September 2016
Company	Thiqah business services https://www.thiqah.sa
Title	Senior Systems Analyst
Location	Riyadh, Saudi Arabia

My main role(s) in Thiqah as a Systems Analyst:

- 1- **Writing User Stories** by using **Microsoft ALM tool** which is a part of the **Team Foundation tool** and applying **Scrum** framework.
- 2- **Understanding Business Deeply, creating solutions and Writing SRS documents** to explain all business requirements and make it easy to understand for Software Development teams using Microsoft Word and Visio.
- 3- **Responsible of analyzing and improving the following systems:**
 - **Companies Contracts system** which is creating the detailed and express contracts, ratification of notary (MOJ integration), creating ECR (**Electronic Commercial Record**) and publishing contract
 - **Uni-E-Inspector system** which is receive Consumer complaints and send it to MCI Inspector based on his location to take an action like create violation or proceeding on facility, so in a.

- **E-CR system (Electronic Commercial Record system)** which is a core system in MCI to Issue, renew, delete and edit a CR for establishments.
- **MOL Violation System** which is creating a violation and periodic visits of facility.
- Discounts System.
- Trade Mark System Version 1 and Version 2
- Off plan Sales (البيع على الخارطة).
- MCI Violations System.
- User Management System
- E-File system.
- COC (Commercial of Chamber) membership integration system.
- Operations Ticketing System

And more ...

- 4- **Creating prototypes** for new solutions to make it easy to understand for Business Owners using **Microsoft Storyboarding**.
- 5- Ensuring software/website matches the requirements through reviewing the Beta product.
- 6- Help programmers during system development by Gathering missing requirements to complete business.
- 7- Continuous improvement to the live products.
- 8- Maintain wish lists.

Date	June 2012 – September 2013
Company	Perfect Presentation http://www.2p.com.sa
Title	Senior Software Developer
Location	Riyadh, Saudi Arabia

My main role(s) in 2P as a Software Developer:

- 1- Responsible for starting and fixing **Complaints System (web application)** which is **CRM system** used for receiving complaints like products cheating by **Ministry of Commerce and Industry in Saudi Arabia**.
- 2- Developing and fixing **Integration Web Service** which is a Web Service integrating many applications such as Mobile Applications and MCI SharePoint website with The MCI Consumer CRM System by receiving the consumers complaints
- 3- Gather requirements and Writing documentations.

Date	April 2010 – May 2012
Company	Optimiza Solutions http://www.optimizasolutions.com
Title	Software Developer
Location	Amman, Jordan

My main role(s) in Optimiza Solutions as Software Developer:

- 1- Responsible for starting and fixing **Drug System (web application)** which is **workflow system** used for circulation of new drugs and products by-Jordan **Food and Drugs organization**.
- 2- *Customizing and Fixing bugs on **ImageLinks® DMS (Web and Desktop Application)** for several sites inside and outside Jordan (DHL –Saudi Arabia, AWC – Jordan...etc).*
- 3- Developing and Designing **AutoIndexing® Template Designer** which used for create a dynamic template for integrate **iCapture®, Dailyjacket® and OCR service** with **ImageLinks® DMS**.
- 4- Developing **Mailing System (Desktop Application)** which used in mailing room of HSBC bank - Amman.
- 5- Developing a several Tools for supporting issues like **Path Changer** and **JNL (Jordan National Library) Images transferring Tool ... etc**
- 6- **ImageLinks® DMS** implementations and supporting for up to 45 customers in Jordan and contacting the clients and conduct trainings and sign-off meetings with CEOs.
<http://www.optimizasolutions.com/web/ImageLinks.aspx>
- 7- **ImageLinks® DMS** implementation on site outside Jordan (**GIAD - Sudan**) and contacting the client and conduct trainings and sign-off meetings with CEOs.

Date	August 2008 – April 2010
Company	Zarqa University http://www.zu.edu.jo
Title	Computer Lab supervisor.
Location	Zarqa, Jordan

My main role(s) in Zarqa University as Computer Lab supervisor

- 1- Arranging the training courses in the Continuous Learning Center with multiple academies.
 - 2- Responsible on maintaining and executing 5 free internet labs.
 - 3- Developing and Designing **Arabic language center for non-native speaker's website** using C# and SQL Server 2005 which is a small web application for registration and level exam for Arabic language center non-native speaker's in Zarqa University.
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Courses and Certification

- Power BI and AI for Advanced Data Analysis - American Consulting Experts - Saudi Arabia
 - Certified Scrum Product Owner (CSPO) – Scrum Alliance – Saudi Arabia
 - 7 habits of highly effective people- Franklin Covey – Saudi Arabia
 - Productivity Management - Dale Carnegie Training - Saudi Arabia
 - Certified Business Analysis Professional (CBAP) - Mastery (IIBA Endorsed Education Provider) - Jordan
 - Scrum master - By Scrum Alliance in Agile Day workshops in Riyadh - Saudi Arabia
 - Effective Business Communication - Dale Carnegie Training - Saudi Arabia
 - M-AZ-900t01 - Microsoft Azure fundamentals - Global Knowledge - Saudi Arabia
 - Business Analysis course - NobleProg - Turkey
 - Business Process Management and Improvement - IHARD center - Turkey
 - MCTS: Microsoft Sharepoint 2010 - Optimiza Academy - Jordan
 - Orale Certified Professional 10g - PC.net center - Jordan
 - Microsoft Developing Web Application with VB.net - PC.net center - Jordan
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Capabilities

Leveraging agile frameworks to provide a high-quality solutions or products.

Proficient in relationships with numerous varieties of people.

Capability of coping with all situations and working under pressure.

Fast learner and self-educator.

Continuous ambition to grow within the organization by hard work.

Have the ability of working in team environment.

References

References available upon request.