Dr. Abdulrahman A. Gharamah

Box 1509, Dammam 31441, Saudi Arabia
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Cell and WhatsApp: +60 11 2317-3321 (Malaysia)
engineer.abdul@yahoo.com
Abdulrahman.gharamah@gmail.com

Profile

A certified skilled trainer, process-driven professional and self-motivated individual who is continuously exploring new ventures and challenges. More than three decades of Information Technology (IT) industry experience built on higher education and value-added business practices at the world's largest oil producer company –Saudi Aramco. A responsible Saudi Arabian citizen who wants to contribute to his nation, society, education and mankind with his vast wealth of experience, talents and diverse knowledge accumulated over years and solidified with high degree.

Doctor of Philosophy in Information Systems

- PhD graduate from International Islamic University Malaysia (IIUM).
- Effective participant in several International conferences with technical papers. Also, active member in International Islamic University Malaysia activities (IIUM) and Saudi Students Club in Kuala Lumpur in sharing knowledge and experience through non-academic workshops and seminars.
- Guest speaker in the 2017 IIUM /KICT colloquium.
- Guest speaker in the 2017 IIUM Post Graduate Intellectual, Research and Publication (PG INRP) Week.
- Trainer in locally in IIUM /KICT for seminars "non-academic training series".
- Trainer in 5th International Conference on Islamic Applications in Computer Science and Technologies – IMAN 2017 for work shop "My project is my identity as Muslim researcher".

Date of Employment : February, 2012- January, 2018
Kulliyyah of Information and Communication Technology /Information Systems Department

COD Safety Management Coordinator

- Review and improve Safety Management System (SMS) Manual.
- Review and update Data center Documentations.
- Review and update Data center processes.
- Coordinate monthly safety meetings for Computer Operations Dept. (COD) including its computer data center to discuss, review and implement proactive plans for safety items.

Date of Employment : June, 2011- November 2011
Computer Operations Dept./ Data Centers Management Division

IT Computing Change Management Coordinator

- Coordinate all changes for computing infrastructure.
- Ensure integrity of changes and no impact on the infrastructure
- Coordinate weekly meeting with all stakeholders for upcoming changes.
- Participate in creating new policy and procedures to govern computing infrastructure changes.
- Create needed Service Level Agreement (SLA) and Service Level Commitment (SLC)
- Lead of creating newcomer handbook for new employees of the division.
- Provide service outage analysis for issues that may appear in productions and find their root causes and enhance these services using Lean and Six Sigma techniques.

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Date of Employment : February, 2009-May, 2011
Computer Operations Dept./ Problem & Change Management Group

Planning and Program System Analyst I
- Establish Business Process Improvement programs at COD as part of Information Technology initiatives.
- Review and assist current department business process and select several critical processes for improvement. These include choosing processes candidates and assign champions for study and then implement improvements using Lean Six Sigma Methodology.
- Create a buy-in culture in improving business process.
- Improve department innovation participations to the organization. In one year time, COD was able to excel in innovation and shifting from 'no' participation to 'exceed the corporate threshold. This was achieved by encouragement of talented employees and accommodating their ideas.
- Streamline COD process and maps and integrate them with organization administration hierarchy using iGraphix Process Mapping tool.
- Coordinated office moves and space allocations for COD staff.
- Setup up visit programs and required protocols for Saudi Arabian high officials and entities to visit Saudi Aramco Information Technology Infrastructure.

Date of Employment : January, 2008-January , 2009
Enterprise Computing Dept./ Planning and Program Group

Technical Advisor, Communications
- Implement systems to improve effectiveness and efficiency of employees.
- Automate tracking system to replace and govern manual processes.
- Integrate and resolve serval processes in simple workflows and remove processes wastes, forms and managements' bureaucracy through automations and delegations using Lean Six Sigma methodology.
- Create Standard Operating Procedures for computing infrastructure.
- Create policies and guidelines for existing services.

Date of Employment : October, 2006-December, 2007
Computer Operations Dept./ Computer Operations Division

Technical Advisor, Communications
- Plan and forecast for all Windows-based infrastructure hardware requirements corporate-wide.
- Communicate and evaluate users' computing infrastructure requirements on an annual basis.
- Convert manual process for computing yearly budget items to automated self-service system.
- Enforce teamwork and empower coworkers to implement forecast planning by streaming and automating of the process from end to end. This includes capturing requirements, sizing hardware and proposes the budgetary cost.

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- Ensure the specifications of all incoming hardware for upcoming projects are according to the company standards and are supported.
- Secure required funds from finance department to be allocated for the planned hardware infrastructure.

Date of Employment : March, 2005-September, 2006
Computer Operations Dept./ Windows Technical Planning and Support Group

Systems Analyst
- Provide administration, management, and maintenance and Operating System (OS) level support for Windows-based platform high-end servers and clusters.
- Provides 24 hours-a-day, 7 days-a-week 3rd-level support to establish root-cause and troubleshoot all OS-related issues and refer hardware issues to vendors when needed.
- Work on optimizing Windows-based yearly forecasts (includes communicating with end-user proponents to request their requirements, scrutinize those requirements and size the hardware according to technical specifications) and automate this process eventually.

Date of Employment : March, 2004-February, 2005
Computer Operations Department / Windows Infrastructure Division

Systems Analyst
- Enhance Personnel helpdesk by remodeling the workflow, received / answered calls and improve daily, weekly and monthly reports of the helpdesk.
- Introduce and implement Toll-free 800 number for contacting the helpdesk.
- Analyze and construct Call Center / Service Center environments.
- Led HRSOD and HRSC infrastructure projects optimizing Human Resource system workflows.

Date of Employment : March , 2003-February, 2004
Personnel Dept./ HR Services Optimization

Systems Analyst
- Provide application support to company-hosted Internet websites on a shared environment
- Provide technical support for the company infrastructure hosting Intranet websites.

Date of Employment : February, 2002-February, 2003
Computer Operations Department / Windows Infrastructure Division

Technical Support Supervisor
- Supervise and mentor 9 members for providing 7*24 support to the SAP Knowledge Center Help Desk.
- Maintain SAPKC Help Desk infrastructure such as Nortel Meridian Switch , Computer Telephony Integration CTI, Recording system Maxisense and Interactive Voice Response System IVRS.

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- Lead and manage SAP Knowledge Center Help Desk Infrastructure project.
- Design and lead team for SAPKC technical website.
- Design and coordinate processes and workflow for integration various helpdesks for the first time in the company history, such as ASC help desk Home Internet, SAMIS, PCSD, Material Supply, Community Services and several others.

Date of Employment : February, 2000- January, 2002
SAP Computing Department / SAP Knowledge Center Division

Systems Administrator
- Administer Microsoft Exchange for corporate mail services.
- Administer Lotus Soft-Switch for supporting the fax solution for an average of 3000 faxes per day.
- Administer Mailfax Gateway that connect MS mail, IBM Memo mail, Lotus Notes and MS Mail

Date of Employment : November, 1996-January, 2000
Computer & Communication Systems Dept./ Billing & Message Operation Division

Systems Analyst
- Oversee Nortel DPN x.25 switch which supports Saudi Aramco's Wide Area Network (WAN) backbone.
- Oversee Novel / SNA gateway which supports Novel / Main Frame gateways.
- Support IT helpdesk support as level 2 analyst.
- Oversee Apple Printer network server which support print servers for Apple computers.

Date of Employment : March, 1994 - October, 1996
Computer & Communication Services Dept./ Network Support Center
Technical Support

Helpdesk Dispatcher and Purchasing Originator
- Support analyst for Macintosh platform company-wide
- Purchase request originator for computer material purchasing via IBM Mainframe PATIS Direct Charge
- Review and approve Local Delivery Order Request (LDOR) for computing consumable parts and stationeries class 23 & 86 materials.

Date of Employment : July, 1989 - February, 1994
Computer Applications Dept./ Computer User Services Division
Technical Support

Technical Clerk
- Deliver EDP programming using Program Language I (PL/I) to track Data Processing Service Request (DPSR) tracking transactions.

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- Provide Technical administration and office space coordination.

Date of Employment : May,1985 -June, 1989
Computer Applications Dept./ IR & Payroll Application Division

EDP Librarian

- Support Electronic Data Processing (EDP) library for Computer Applications Dept. (CAD) applications technical and programs references
- Arrange jobs printout in binder and file them accordingly

Date of Employment : June, 1981-April, 1985
EDP Applications Dept./ EDP Application Quality Assurance Division
Technical Support

Academic Education

PhD in Information Technology Specializing in Information Systems
Dates of Attendance : 9/2/2013   1/15/2018
at International Islamic University Malaysia, Kuala Lumpur, Malaysia
Master in Technology Management Specializing in Information Systems
Dates of Attendance : 1/1/2007 To 1/1/2010
Arabian Gulf University, Manama Kingdom of Bahrain
Post-Graduate Diploma in Technology Management
Dates of Attendance : 1/1/2007 To 1/1/2008
Arabian Gulf University, Manama Kingdom of Bahrain
BSc in Business Information Systems
Dates of Attendance : 1/1/2005 To 1/1/2007
University of Bahrain, Manama Kingdom of Bahrain

International Conferences Participations

International Conference on Information & Communication Technology for the Muslim World ICT4M 2018
Dates of Attendance : 7/23/2018 To 7/25/2018
Venue, Kuala Lumpur, Malaysia
Paper Title: Knowing What you Know about your Faith: An application development software

5rd International Conference on Islamic Applications in Computer Science and Technology (IMAN 2017)
Dates of Attendance : 12/26/2017 To 12/28/2017
Venue, Semarang, Indonesia
Paper Title: Convergence and Divergence between Knowledge Management and Hadith Management Process

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5rd International Conference on Islamic Applications in Computer Science and Technology (IMAN 2017)
Dates of Attendance : 12/26/2017 To 12/28/2017
Venue, Semarang, Indonesia
Workshop Title: My Project Is My Identity as Muslim Researcher

IEEE 3rd International Conference on Engineering, Technologies and Social Silences (ICETSS 2017)
Dates of Attendance : 8/7/2017 To 8/8/2017
Venue, AIT Bangkok, Thailand
Paper Title: Impacts of Organizational Culture, Organizational Support and IT Infrastructure on Knowledge Management Success: An Empirical Study in Oil and Gas; Saudi Arabia

IEEE 3rd International Conference on Engineering, Technologies and Social Silences (ICETSS 2017)
Dates of Attendance : 8/7/2017 To 8/8/2017
Venue, AIT Bangkok, Thailand
Paper Title: Roadmap for Successful Knowledge Management System Deployment

IEEE 3rd International Conference on Engineering, Technologies and Social Silences (ICETSS 2017)
Dates of Attendance : 8/7/2017 To 8/8/2017
Venue, AIT Bangkok, Thailand
Paper Title: Near Field Communication enabled payment system adoption: A conceptual Framework

The 21st Pacific Asia Conference on Information Systems (PACIS 2017)
Dates of Attendance : 7/16/2017 To 7/20/2017
Venue, Langkawi, Malaysia
Paper Title: Impacts of Organizational Culture, Organizational Support and IT Infrastructure on Knowledge Management Success: An Empirical Study in Oil and Gas; Saudi Arabia

International Conference on Information & Communication Technology for the Muslim World ICT4M 2016
Dates of Attendance : 11/22/2016 To 11/24/2016
Venue, Jakarta, Indonesia
Paper Title: Impacts of Organizational Culture, Organizational Support and IT Infrastructure on Knowledge Management Success: An Empirical Study in Oil and Gas; Saudi Arabia

11th International Conference on Information & Communication (ICKM2015)
Dates of Attendance : 11/4/2015 To 11/6/2015
Venue, Osaka, Japan
Paper Title: Knowledge Management Practice in Private Sector in Saudi Arabia: Is it line with Saudi Arabia Strategic Growth and Transformation to Knowledge-based Economy

10th International Conference on Knowledge Management (ICKM2014)

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Dates of Attendance :   11/24/2014 To 11/26/2014
Venue, Antalya, Turkey
Paper Title: Roadmap for Successful Knowledge Management System Deployment

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Pacific Asia Conference on Information Systems (PACIS 2017)
Dates of Attendance : 7/16/2014 To 7/19/2017
Venue, Langkawi, Malaysia
Paper Title: Overcoming Knowledge Management Success Issues by Utilizing IS Theories

Local Conference at International Islamic University Malaysia (IIUM) Participations
Guest Speaker, Post graduate Intellectual, Research and Publication Week (INRP 2017)
Dates of Attendance : 10/3/2017 To 6/10/2017
Venue, IIUM Kuala Lumpur, Malaysia

Guest Speaker, Postgraduate KICT Colloquium 2017 (KICT 2017)
Dates of Attendance : 12/7/2017
Venue, IIUM Kuala Lumpur, Malaysia

Trainer and founder of several training workshops for postgraduate students to improve their presentations' skills and preparation for Viva exams KICT, IIUM.
Dates of Attendance : 10/19/2017 To 11/8/2017
Venue, IIUM Kuala Lumpur, Malaysia

Trainer and founder for KICT 2018 Roadmap for Non Academic Training Postgraduate Training Series
Dates of Attendance : 4/4/2018 To 4/25/2018
Venue, IIUM Kuala Lumpur, Malaysia

International Publications
Gharamah, Abdulrahman and Noordin, Mohamad Fauzan,"Impacts of Organizational Culture, Support and IT Infrastructure on Knowledge Management Success: An Imperial Study in Islamic Country, Saudi Arabia", (2016) IEEE, http://ieeexplore.ieee.org/abstract/document/7814870/?reload=true

Gharamah, Abdulrahman and Noordin, Mohamad Fauzan ,"Overcoming Knowledge Management Success Issues by Utilizing IS Theories" (2017), Association for Information Systems AIS Electronic Library (AISeL), PACIS 2017 Proceedings 31, http://aisel.aisnet.org/pacis2017/31. invitation by LAMBERT Academic Publishing to published a book based on the research topic.

Abdulrahman Gharamah, Mohamad Fauzan Noordin, Najma Imtiaz Ali, Imtiaz Ali Brohi "Knowledge Management Practice in Private Sector: Building The Way For Saudi Arabia Strategic Growth and Transformation to Knowledge-Based Economy", presented in The IEEE 3rd ICETSS-2017 Thailand 7-8 august 2017 http://icetss.etssm.org/. Article is in proceeding publication with IEEE. The extended version of article has been accepted to be published in ISI journal "Sindh University Research journal"

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http://sujo.usindh.edu.pk/index.php/SURJ.

Abdulrahman Gharamah, Mohamad Fauzan Noordin, Najma Imtiaz Ali, Imtiaz Ali Brohi "Approach for Successful Knowledge "Management System Deployment for Organizations ", presented in The IEEE 3rd ICETSS-2017 Thailand 7-8 august 2017 http://icetss.etssm.org/. Article is in proceeding publication with IEEE. The extended version of article has been accepted to be published in ISI journal "Sindh University Research journal" http://sujo.usindh.edu.pk/index.php/SURJ.

Roadmap for Successful Knowledge Management System Deployment
Date of Publish   11/28/2014
Publication, **ICKM2014, 5th International Symposium on Information Management in the Changing World**

Data Center Automation & Growth Model
Date of Publish   11/14/2007
Publication, **IEEE, 4th IEEE GCC**

Create Roadmap for Successful Knowledge Management System Deployment
Date of Publish   4/1/2015
Publication, **Our Students in Malaysia, Saudi Arabia Quarterly Magazine, Issued by Saudi Arabia Cultural Mission, Kuala Lumpur, Malaysia**

Coexistence in Malaysia
Date of Publish   2/28/2017
Publication, **Saudi Arabia Magazine Special Issue , Issued by Saudi Arabia Cultural Mission, Kuala Lumpur, Malaysia**

Professional Training

- HRDF/MIM Certified Trainer (Human Resources Development Fund Malaysia/ Malaysian Institute of Management)
- Affiliated member of Malaysian Institute of Management MIM
- ASSE Creating a World Class Safety Culture
- ASSE Safety Incident Investigation and Root Cause Analysis
- ITIL version 3 Foundation certification Examination
- BMC Software Remedy IT Service Management 7.5 Administration Part II
- iGrafix Process Mapping
- Lean Six Sigma Champion
- Lean Six Sigma Business Process Improvement Green Belt
- Business Writing
- Creating The Quality Organization Through The Shared Values Process (Management)
- Microsoft Core technology, Implementing Microsoft® Windows® 2000 Professional and Server (Microsoft Training curriculum).

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- Microsoft Core technology, implementing a Microsoft® Windows® 2000 Network Infrastructure (Microsoft Training curriculum).
- Microsoft Core technology, Implementing and Administering Microsoft® Windows® 2000 Directory Services (Microsoft Training curriculum).
- Microsoft Core technology, administration and installation for Window NT network (Microsoft Training curriculum).
- Microsoft NT Administration, administration and installation for Window NT workstation 4.0 and Window NT servers 4.0 (Microsoft Training curriculum).
- Microsoft Exchange Server, administration and installation Exchange Server 5.5 electronic mail system (Microsoft Training curriculum).
- Microsoft FrontPage 2000 Site Designer Studio, developing and modifying a static web site.
- Nortel X.25 Operation and Administration LMS 101, Administration & Operation
- Lotus LMS 102, Network Design & Installation LMS 201, Naming & Naming Rules TRICORD course on Supersavers Fundamental of Token-Ring and Introduction to Network (location KSA).
- Microsoft SMS course on how to use System Management Servers to
- Troubleshoot and distribute packages
- IBM AIX UNIX courses on IBM RS-6000 administration and installation for IBM UNIX nodes LAN Fundamentals
- SAP20-SAP R/3 Overview
- SAP Enriched SAP50 – Basis Technology
- SAP MBC30-R/3 Technical Implementation & Operation Management (local KSA).
- CADP Course on how to use CAMS Inventory and how to generate and track CESRs.
- Business Writing Course
- Interactive Communication Skills
- Effective Speaking

Personal Accomplishments

- Participated as reviewer in the 2018 International Conference on Information and Communication Technology (ICT4M2018) for the Muslim World for the conference e papers.
- Participated as committee member in IIUM Special Convection 2017 for conferment of honorary degree of Doctor of Philosophy and Outstanding Lifetime Achievement Award to honor the Custodian of the Two Holey Mosques, King Salman Bin Abdul Aziz Al Saud, king of the kingdom of Saudi Arabia from International Islamic University Malaysia, Kuala Lumpur, Malaysia.
- Led and coordinated computing infrastructure and end-user Service Level Agreement (SLA).
- Led and coordinated communication and computing infrastructure Service Level Commitment (SLC).
- Led and coordinated and streamline Safety Management System (SMS) in the computing data center infrastructure, including monthly update procedure, evacuation plans and proper procedures.
- Led and coordinated a New Block Times windows for Computing Infrastructure
- Created computing several infrastructure environments platforms such as Production, Development, Facilities, etc,.. where different roles and approval level are applied to handle changes according to the type of environments

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- Coordinated office moves of 250+ people from one geographical location to another (including space design, network, telephone lines, and building offices/cubicles for staff) in less than three months.
- Created the standards and procedures and required program for high officials from Saudi Arabian government's entities to visit Saudi Aramco Information Technology (IT) department. This includes IT infrastructure tour, educational presentations, knowledge sharing, knowledge transfer, food and transportation and access to the IT facilities.
- Led creation of Policies and Procedures to govern the IT computing infrastructure supported by Computer Operation Department
- Designed and implemented a Green Belt certified for recommendation and implementation of reducing Windows Server commissioning cycle time from average of 215 days to 72.5 days.
- Led of creation newcomer handbook for new employees of the division to educate new employee and speed up the knowledge sharing and enhance knowledge culture process.
- Coordinated office move for more than 250 persons from one location to another in less than three months including but not limited to building new offices, cubicles, providing network and telephone lines and power for employees in the new location.
- Implemented the CTI telephone connectivity for the SAP Knowledge Center Help Desk in support of the SAP Big Bang rollout.
- Coordinated bulk plant connectivity for 31 sites Kingdom-wide for contacting the SAP Help desk.
- Participated in design and implementation of helpdesks such as Home Internet, PCSD, SAMIS and Community Services.
- Participated in HR Service Center implementation of Remedy tracking system.
- Participated in implementing fax services from user desktop using Microsoft Outlook client.
- Participated in Migration of Microsoft Mail to Microsoft Exchange in the Saudi Aramco Medical Organization (SAMSO).
- Participated in Migration of Expec Mail to Microsoft Exchange in Expec Computer Center.
- Developed procedure and manuals to educate users in new services provided by Saudi Aramco such as CIS Proxy, Outlook, Mailfax and many others.
- Conducted training for fax and Telex sending from MS Outlook to Executive secretaries.
- Conducted training for MS Outlook usage at Saudi Aramco Schools.
- Participated in Window 95 evaluation team member reviewing the revised network and graphic user interfaces.
- Participated in Evaluation and acceptance of the X.25 DPN which is the backbone of Saudi Aramco's Wide Area Network (WAN).

Social Activities Achievements

- Introduced the concept of knowledge sharing voluntary to the IIUM student community through 2018 postgraduate training series of structured non-academic training roadmap to improve students' skills in developing and presenting effective presentations and also well-structured thesis report. In addition to learning the defending Viva techniques.
- Introduced Saudi Arabia traditional dancing culture to Train the Trainer program and train students in how to perform that, in addition to some Saudi Culture aspects and I was honored as certified training

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based on successful on mine ability on delivering training.
- Participated in KICT Colloquium 2016 with poster on December 14, 2016 titled "Knowledge Management Success in Oil and Gas Industry; (Saudi Arabia)" and won the 3rd place.
- Conducted a seminar for KICT on December 16, 2013 titled "Enhancing and Expediting Knowledge Sharing in Organizations (Oil & Gas Industry, Saudi Arabia)".
- Support a two-day workshop in evaluating and discussing students' research proposals in Research Methodology class over a weekend where all foods and beverages facilities are closed at IIUM.
- Performed educational interactive presentation for Saudi Arabian Culture Mission in Malaysia on March 27, 2015 titled "How to Make an Effective PowerPoint Presentation"

Hobbies
- Travelling and photography
- Gardening and plantations
- Ceramic 3D carvings and paintings
- Stained glass and fused glass art and welding works
- Glass Painting
- Decorations and design, wood and Aluminum works
- Swimming

References
References are available on request.

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Certificate No. TTT/16903

CERTIFICATION IN TRAINING

This is to certify that

ABDULRAHMAN ABDULLAH GHARAMAH
Passport No : R956059

has successfully fulfilled all the assessment requirements for

TRAIN THE TRAINER

on 13 - 17 February 2017

at Pullman Hotel, Bangsar.

MODULE CODE	MODULE NAME
CT1	PLAN ADULT LEARNING
CT2	CONDUCT TRAINING NEEDS ANALYSIS (TNA)
CT3	DESIGN COMPETENCY BASED TRAINING PROGRAMME
CT4	CONDUCT COMPETENCY BASED TRAINING PROGRAMME
CT5	ASSESS PARTICIPANT'S COMPETENCE

Pembangunan Sumber Manusia Berhad

MIM Education Sdn Bhd

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MIM

MALAYSIAN INSTITUTE OF MANAGEMENT
Institut Pengurusan Malaysia

CERTIFICATE OF MEMBERSHIP

This is to certify that

Gharamah, AbdulRahman Abdullah A.

has been admitted as an Affiliate member of the Institute

Individual / Affiliate

Given under the Common Seal of Institut Pengurusan Malaysia

Tun Mohammed Hanif Omar
President

Dato' Ng Tieh Chuan
Chairman

Sivanganam Rajaretnan
Chief Executive Officer

This certificate is the property of the Institute and must be returned upon cessation of membership.

Membership No: AF125046

Date Admitted: 15 January 2017