

# Yousef Bin Tuwalah

## Technical Project Manager

Saudi Arabia - Hail Region

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## Professional Summary

- Experienced **Project Manager** with distinguished expertise in **IT, Data Management, and Cybersecurity**.
- Skilled in **planning, executing**, and closing projects while achieving balance between **budgets, timelines, and expected outcomes**.
- I specialize in **data governance, risk assessment**, and **ensuring compliance** with national and international regulatory standards.
- An **effective leader** with exceptional skills in **managing** and **motivating** cross-functional teams to achieve strategic objectives.
- Expert in **data analysis** and deriving insights to support accurate and informed decision-making.
- Demonstrated success in **driving innovation** and **streamlining processes** to enhance **operational efficiency** and **deliver measurable value** to organizations.
- Committed to providing **creative solutions** and **enhancing performance excellence** by activating the best technical and organizational practices.
- Expert in **managing meetings**, preparing **periodically detailed reports**, and **monitoring challenges, risks**, ensure **continuous improvement**.

## Education and Certifications

### Education:

Hail University – bachelor's degree in **computer engineering**.

### Certifications:

#### Project Management:

PMI - Project Management Professional (**PMP**)®.

Google Project Management Certificate.

#### Data Management:

DAMA - Certified Data Management Professional (**CDMP**).

#### ISO Standards:

ISO 9001 - Quality Management System.

ISO 22301 - Business Continuity Management System.

#### Business Intelligence:

IBM - Business Intelligence (BI) Certificate.

## Technical Skills

- **Project Management** (Plans and Timeline, Budgets, Team Tasks, KPIs, and Reports):  
Microsoft Project, Jira, Trello, Excel (Advanced), Power BI, Tableau.
- **Technology, Applications, and Data:**  
ITSM Tools.  
SQL Databases.  
Business Intelligence and Analytics.  
Data Tools.  
Programming and Designs Tools.
- **Governance, Administration, Compliance and Standards, Risk Management:**  
Digital Government Authority (**DGA**).  
National Data Management Office (**NDMO**).  
National Cybersecurity Authority (**NCA**).  
Policies, Procedures, Business Models and Frameworks.

## Soft Skills

- A dynamic leader with a proven ability to inspire and motivate cross-functional teams to achieve strategic goals.
- Skilled in effective communication, engaging stakeholders, and presenting ideas clearly.
- An analytical thinker with strong problem-solving and decision-making abilities, capable of tackling complex challenges.
- Adaptable and resilient, thriving in changing environments while maintaining focus on objectives.
- Strong time management skills, prioritizing tasks and meeting deadlines efficiently.
- Experienced in conflict resolution, fostering team collaboration and a harmonious work environment.
- Detail-oriented, ensuring accuracy and consistency in all deliverables.
- Build strong relationships with stakeholders and promotes a collaborative workplace culture.

## Languages

- **Arabic:** Native proficiency.
- **English:** Advanced proficiency (spoken and written).

# Work Experience

## Leader Group – as Director of Project Management Office

( Project contract with **Hail Region Municipality** )

### July 2025 – present

- Led the review of operational and development plans, conducted gap analyses, and formulated strategic recommendations to enhance institutional performance.
- Developed key performance indicators (KPIs) and measurement models, managing continuous monitoring and evaluation mechanisms.
- Oversaw the adoption of a comprehensive operational model and designed standardized policies and procedures to improve organizational efficiency.
- Supervised maintenance and operations improvement projects through current-state analysis and delivery of effective, sustainable solutions.
- Managed business analysis processes, gathered requirements, designed and developed technical systems, and ensured timely, standards-compliant delivery.
- Developed organizational manuals, strengthened procedural governance, and ensured seamless technical integration with internal and external systems.
- Planned and executed knowledge transfer programs and capacity-building initiatives through targeted workshops and training.
- Prepared periodic analytical reports to support strategic decision-making and enhance performance quality and institutional planning.

## Tamayouz Business Services Co – as Project Manager

( Project contract with **Hail Region Development Authority** )

### Apr 2024 – July 2025

- Establishment of the Data Management Office in accordance with NDMO standards, including governance frameworks, data policies, and operational structure.
- Leading strategic projects to enhance operational efficiency and support digital transformation, delivered within scope, time, and budget.
- Development of detailed project plans, communication strategies, and risk mitigation measures to ensure smooth execution.
- Implementation of governance policies and procedures aligned with national and institutional objectives.
- Management of cross-functional teams, ensuring coordination, resource optimization, and successful project outcomes.

## **National Data Services Company (DataSERV) – as Computer Engineer**

( Project contract with **Hail Region Municipality** )

**July 2022 – Apr 2024**

- Designed and maintained software and hardware systems to optimize performance and ensure system reliability.
- Developed applications and managed databases to support business operations.
- Designed user interfaces (UI) to enhance usability and improve user experience.
- Conducted systems analysis to identify business needs and provide innovative technical solutions.
- Managed technical teams, tracked tasks, and enhanced deliverable quality through detailed reports and performance metrics.
- Ensured compliance with Digital Government Authority (Qyais) regulations and implemented quality standards.

## **Saudi Electricity Company – as Trainee**

**Oct 2021 – Jun 2022**

- Gained hands-on experience in network management, technical support, and hardware/software maintenance.
- Prepared detailed reports and tracked tasks to support operational workflows effectively.

## **Al-Dhaheri Group – as Data Specialist**

**May 2019 – Nov 2021**

- Collected, organized, and analyzed data to support informed decision-making processes.
- Ensured data accuracy, maintained integrity, and identified trends to optimize operations.
- Collaborated with cross-functional teams to deliver data-driven insights, streamline reporting processes, and support business intelligence initiatives.

## Memberships

- **Saudi Council of Engineers – Active Member.**
- **Member of the Project Management Institute (PMI)**
- **Member – Data Management Association (DAMA International)**

## Volunteer Work and Social Contributions

- **IT Specialist**
  - **Dr. Nasser Al-Rashed Orphanage Center, Hail**
    - Hours Completed: 85
    - Provided IT support and technical solutions to enhance operational efficiency and improve digital infrastructure.
- **Designer**
  - **Comprehensive Rehabilitation Center, Hail**
    - Hours Completed: 70
    - Designed user-friendly materials and solutions to support the center's initiatives.
- **Event Organizer**
  - **Hail Municipality**
    - Hours Completed: 65
    - Contributed to organizing and coordinating Hail Municipality forums, ensuring smooth execution and impactful outcomes.