

# Meshan S. Al Zaiza

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## Summary

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I seek to join a professional work environment to apply my acquired skills and experience, gain new expertise, and become an effective team member, contributing to the organization's success. I am interested in software development and improvement by studying information systems needs, consulting with users, and studying their flows. I also utilize data and workflows, investigate the causes of problems, test software and systems on hardware, and perform maintenance and modification operations.

I aspire to keep pace with the rapid digital transformation in all aspects of business proposed by Vision 2030, and to apply the latest artificial intelligence technologies to contribute to the ambitious renaissance of the Kingdom of Saudi Arabia.

## EDUCATION

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King Abdulaziz University, Jeddah, Saudi Arabia  
Executive Master | Major: Artificial intelligence

2024 – Present

University of Hail, Hail, Saudi Arabia  
Bachelor | Major: Software Engineering

2017 – 2022

## WORK EXPERIENCE

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### STC project

NOC Engineer

Mar2024 - Sep2024

Participate as Network Operations Center Engineer in different shifts to support and monitor the daily activities of the Network Operations Center.

Monitor and execute daily operational activities required to manage IT services and support the IT infrastructure

Perform troubleshooting and incident response on systems.

Communicate with site technicians or third parties responsible for resolution.

Log incidents and correlate them with events.

Communicate and coordinate resolution with other levels of support including external partners.

### Abdul Latif Jameel United Finance

Leasing Officer

Nov2022 - Oct2023

Providing after-sales vehicle rental services to customers during the contract period for renting vehicles that end with ownership until transferring ownership of the vehicle after the expiration of the contract period, in addition to managing the (TAMM) system for issuing licenses and new vehicle plates.

### **General Authority of Civil Aviation**

COOP-Training

Jan2022 - Aug2022

Getting to know the various departments of the General Civil Aviation Authority and obtaining an overview of the responsibilities of the departments within the Authority

### **CERTIFICATES & TRAINING**

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Customer Service      Nov2022

Cyber Awareness      May2023

Digital Transformation and Technical Project Management      May2023

The Importance of Data Science and  
Artificial Intelligence      Jul2024

Entrepreneurial Mindset and Crisis  
Management      Nov2024

Business Intelligence Using Excel , Power BI  
Mar2025

Introduction to Data Science course      Mar 2025

Introduction to Modern AI      Jun2025

### **SKILLS**

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• Soft Skills: Analytical, Problem Solver, Communication, Team working,, Flexibility, Continuous improvement mindset

Tools:Microsoft Office, reporting, data analysis, web development, database management, artificial intelligence.

Languages:Arabic(Native),English( conversatio).