

ABDULLAH ALZAYDI

📍 Jeddah Saudi Arabia 📞 0569497765 ✉️ Abdullah_fz@outlook.sa

PROFESSIONAL SUMMARY

IT Field Engineer with an Executive MBA and a background in Management Information Systems. Skilled in IT service management, troubleshooting, and system optimization. PMP and ITIL 4 Foundation certified, with strong expertise in governance, risk management, and digital transformation, including AI applications.

SKILLS

- Project Management (PMP Certified)
- Incident & Service Request Management (ServiceNow)
- IT Analytics & Monitoring
- SLA Management & Customer Satisfaction
- IT Service Management (ITIL Framework)
- Airport Systems Support
- Shift Leadership & Team Coordination
- Problem-Solving & Critical Thinking

WORK HISTORY

IT FIELD ENGINEER

05/2024 to CURRENT

SITA | Jeddah, King Abdulaziz International Airport

- Provide end-to-end hardware and software support for SITA Aero systems (CUTE, FIDS, AMS, BRS, eGate, SBD/Kiosks, MaestroDCS).
- Manage 600+ workstations, 1,100+ FIDS screens, 100+ HHTs, 200+ eGates, and 50+ self-service devices per shift.
- Operate ServiceNow for incident, service request, and change management tracking, resolving up to 10 incidents per shift while ensuring SLA compliance and customer satisfaction.
- Troubleshoot and resolve hardware, software, and network issues, escalating when necessary to maintain system uptime.
- Perform preventive maintenance, system monitoring, and testing using tools such as Nexthink.

SALES EXECUTIVE

03/2023 to 02/2024

Alabdadd International Company | Ta'if, Saudi Arabia

- Managed client accounts and sales activities, achieving revenue growth targets
- Negotiated contracts and coordinated with teams to deliver customer requirements
- Built strong customer relationships, enhancing client retention and satisfaction

EDUCATION

MBA | Executive Management

04/2021

Taif University, Ta'if, Saudi Arabia

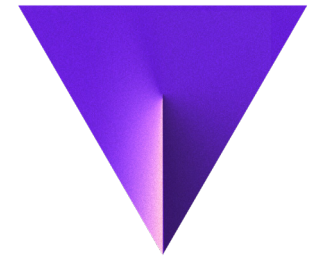
Bachelor of Science | Management Information Systems

12/2018

Taif University, Ta'if, Saudi Arabia

PROFESSIONAL CERTIFICATES

- Project Management Professional (PMP)
- ITIL 4 Foundation
- Artificial Intelligence with Capstone Project (IBM)



THIS IS TO CERTIFY THAT

Abdullah Alzaydi

HAS BEEN FORMALLY EVALUATED FOR DEMONSTRATED EXPERIENCE, KNOWLEDGE AND PERFORMANCE IN
ACHIEVING AN ORGANIZATIONAL OBJECTIVE THROUGH DEFINING AND OVERSEEING PROJECTS AND
RESOURCES AND IS HEREBY BESTOWED THE GLOBAL PROFESSIONAL CERTIFICATION

Project Management Professional (PMP)®

IN TESTIMONY WHEREOF, WE HAVE SUBSCRIBED OUR SIGNATURES UNDER THE SEAL OF THE INSTITUTE

A handwritten signature in black ink, reading 'Ike Nwankwo'.

Ike Nwankwo, PMP | Chair, Board of Directors



A handwritten signature in black ink, reading 'Pierre Le Manh'.

Pierre Le Manh | President & CEO

Certification Number: 4188080

Original Grant Date: 15 September 2025

Expiration Date: 15 September 2028

Citizenship: Saudi Arabia





This is to certify

Abdullah Faisal W Alzaydi

Has achieved

ITIL Foundation Certificate in IT Service Management

Effective from: **11 Aug 2025**

Renew by: **11 Aug 2028**

Certificate Number
GR671801085AA

Candidate Number
9980094770768865

A handwritten signature in black ink, appearing to read 'Byron Nicolaides'.

Byron Nicolaides
Founder and CEO, PeopleCert

Printed on : 12 August 2025



Certificate no: UC-75647aa7-77d3-4c12-816a-864958c9431c

Certificate url: ude.my/UC-75647aa7-77d3-4c12-816a-864958c9431c

Reference Number: 0004

CERTIFICATE OF COMPLETION

[NEW] Juniper JNCIA-Junos JNO-105

Instructors **S2 Academy**

Abdullah alzaydi

Date **Nov. 11, 2025**

Length **11.5 total hours**