

Zayed Al Zayed

Riyadh, Saudi Arabia • Zayed1@gmail.com • [+966 556699615](tel:+966556699615) • www.linkedin.com/in/zayedab

SUMMARY

Oriented toward core Business needs: understanding requirements, coordinating stakeholders, and keeping delivery on track. Experienced supporting user readiness and communications during system rollout and portal implementation.

EXPERIENCE

Knowledge Management Specialist

Gulf Center for Disease Prevention and Control, Riyadh | May 2025 – Current

- Led the planning and implementation of an internal digital knowledge portal, enhancing collaboration and access to critical organizational information.
- Coordinated with IT and business units to align project objectives with strategic digital transformation goals.
- Elicited and documented business requirements for the internal digital Knowledge Portal (SharePoint Online), converting stakeholder inputs into prioritized product backlog, user stories, and acceptance criteria.
- Defined metadata standards and governance rules; partnered with IT to translate requirements into SharePoint configurations and Power BI integrations.
- Led UAT planning and execution (test scenarios, defect triage), tracked issues in Jira, and supported go-live readiness and user onboarding.

Change Management Consultant

IQVIA, Riyadh | Jan 2025 – May 2025

- Supported digital transformation projects within the First Health Cluster, focusing on system rollout and adoption.
- Applied ADKAR methodology to manage resistance and improve readiness for new digital platforms.

IT Project Manager (Graduate development program)

Lean Business Services, Riyadh | Jun 2024 – Dec 2024

- Acted as liaison among management, developers & end-users for each iteration.
- Applied Agile methodologies (Scrum) to streamline development cycles and ensure iterative progress tracking.
- Oversaw bug resolution progress in collaboration with the operations team.

EDUCATION

Bachelor of Health Information Systems

King Saud bin Abdulaziz University for Health Sciences – Riyadh | 2019 – 2024

CERTIFICATIONS

- Google Project Management: Professional Certificate – Google, 2025
- Professional Scrum Master (PSM) – Scrum.org, 2024
- Programming for Data Science with Python Nanodegree Program – Udacity, 2023

OTHER

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

Skills: Agile (Scrum, Jira), Communication & Facilitation, Project Planning, Data Analysis (Excel, Power BI), HIS Systems, Knowledge Management, Change Management (ADKAR, Stakeholder Engagement).