

MOHAMED ABD EL-AZIZ

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Date of Birth: 22 Dec 1988

Residency: Valid Residency – Husband of a Saudi Citizen

SUMMARY

Experienced Senior Document Controller, Project Coordinator, and Executive Secretary with over 13 years in construction, fire protection, and telecommunications projects. Skilled in managing project documentation, coordinating with consultants and clients, and ensuring compliance with NFPA, SBC, and Civil Defense standards. Proficient in Aconex, DCS, and reporting systems, with strong administrative, executive support, and office management capabilities. Known for accuracy, organization, and delivering projects efficiently and on time.

WORK EXPERIENCE

SR Document Controller / Project Coordinator / Executive Secretary

THIMAR Electronics Co. Ltd, Riyadh, KSA

March 2025 - Present

- Implemented and maintained an efficient Document Control System (DCS), ensuring traceability, proper versioning, and timely delivery of all controlled documents.
- Coordinated between the site team, consultants, clients, and subcontractors to ensure smooth communication, accurate document flow, and timely approvals.
- Developed and maintained project document logs, registers, and tracking reports for management review.
- Ensured accurate filing and archiving of project records, both electronically and physically, for easy retrieval during audits or project closeout.
- Prepared project correspondence, technical letters, memos, transmittals, and follow-up communications for consultants, clients, and authorities.
- Assisted in preparing project progress reports, material tracking sheets, submittal status logs, and weekly and monthly reports for management and clients.
- Supported the Project Manager in scheduling activities, tracking deliverables, and coordinating with all stakeholders to ensure timely completion of project milestones.
- Organized and documented internal and external meetings, prepared Minutes of Meeting (MOM), and ensured follow-up on action items until closure.
- Assisted in prequalification and tender documentation, ensuring all company credentials, certificates, and references were up to date.
- Monitored and followed up on material procurement, approvals, deliveries, and installation schedules in coordination with the procurement and site teams.
- Ensured compliance with safety, quality, and contractual requirements through proper documentation and reporting procedures.
- Provided high-level executive and administrative support to senior management, including calendar management, travel coordination, meeting arrangements, and confidential correspondence.

- Prepared presentations, project summaries, and reports for top management and client meetings.
- Liaised with suppliers, subcontractors, and consultants to resolve documentation discrepancies and maintain smooth information flow.
- Ensured confidentiality and security of project and company documents by implementing document control protocols and restricted access systems.
- Supported HR and admin functions related to project staff — attendance monitoring, timesheet preparation, and coordination of leave schedules.
- Trained and guided junior document controllers and admin personnel on company documentation standards and best practices.
- Contributed to the preparation of handover documentation and project closeout deliverables in line with client and consultant requirements.
- Continuously improved document control processes to enhance accuracy, speed, and compliance with internal and external standards.

Sr. Document Controller

April 2024 - Feb 2025

Advanced Technical Services L.L.C , Riyadh , KSA

- **Project:** Olaya Tower FLS Compliance Project.
- Managed creation, control, and distribution of project documentation in line with schedules.
- Maintained document registers and progress reports to track milestones.
- Coordinated with teams, suppliers, and clients for timely submissions and approvals.
- Prepared billing and invoicing support documentation.
- Ensured compliance with quality standards and regulatory requirements.
- Resolved document-related issues to maintain smooth operations.

Document Controller

Dec 2023 - Mar 2024

Advanced Technical Services L.L.C , Riyadh , KSA

- Document Management: Oversaw creation, revision, tracking, and archiving of technical documents, drawings, RFIs, material submittals, and transmittals.
- Aconex Administration: Managed Aconex for compliance with company standards and client requirements.
- Workflow Coordination: Maintained document workflows, ensuring timely approvals and submissions.
- Compliance & Standards: Enforced project protocols, numbering standards, and quality requirements.
- Liaison: Coordinated between project teams, clients, consultants, and subcontractors on documentation.
- Reporting & Logs: Kept updated reports, tracking logs, and registers for document control.
- Training & Audit Support: Guided team members on procedures and assisted in audits.
- Data Security: Ensured confidentiality and secure handling of sensitive documents.

Document Controller

Dec 2022 - Nov 2023

Asas Universal CO.LTD, Riyadh , KSA

- Document Management: Organize and catalog incoming drawings (hard and electronic) through proper renaming and filing.
- Archiving: Manage the archival process for internal and external drawings with accurate record-keeping.
- Accessibility: Ensure up-to-date and easily accessible documentation.
- Tracking: Record and monitor all incoming and outgoing project documents.
- Vendor Data: Process and document vendor data and design drawings efficiently.
- Log Maintenance: Maintain logs for correspondence, material approvals, shop drawings, and RFIs.
- Record Management: Manage tracking records and handle file retrievals promptly.

ICC Channel Management Specialist

Nov 2019 - Oct 2022

Vodafone Egypt , Cairo

- Operational Management: Led daily operations, driving performance and meeting sales targets.
- Quality Assurance: Maintained high standards, optimizing processes for efficiency.
- Team Leadership: Motivated teams, set objectives, and monitored performance.
- Collaboration: Aligned sales strategies with marketing, product development, and customer service.

Internet Call Center Site Operations Specialist

Oct 2017 - Oct 2019

Vodafone Egypt , Cairo

- Installation Oversight: Managed initial phase, validated customer requests, and initiated service projects.
- Billing Management: Created and ensured accurate, compliant customer billing.
- Service Coordination: Directed service installations, coordinating with technical teams for timely implementation.
- Quality Control: Maintained high standards, enhancing customer satisfaction and service reliability.
- Technical Support: Provided advanced second and third-tier technical assistance for complex issues.

ADSL Back Office Representative

July 2016 - Sep 2017

Vodafone Egypt , Cairo

- Service Activation: Efficiently managed digital service activation requests, ensuring timely and accurate setups.
- Technical Support: Provided expert guidance and solutions for activation-related issues, enhancing customer experience. Collaboration: Worked with various departments to streamline processes, implementing best practices to optimize efficiency and satisfaction.

Data & Fixed Solution Representative

Oct 2014 - Jun 2016

Vodafone Egypt , Cairo

- First-Line Technical Support: Delivered comprehensive first-line technical support for a wide range of digital and data solutions, ensuring prompt and effective resolution of customer queries and technical issues, thereby enhancing user experience and service reliability. Solution Implementation and
- Optimization: Skilled in the activation and management of various digital services, adept at collaborating with cross-functional teams to streamline processes, improve service efficiency, and achieve higher customer satisfaction across diverse technology platforms.

Customer Care Representative

Jun 2014 - Sep 2014

Vodafone Egypt , Cairo

- Personalized Customer Interaction: Specialized in delivering tailored customer care support, adept at understanding and responding to individual customer needs, ensuring a personalized and effective service experience. Issue Resolution and Relationship Building: Proficient in swiftly resolving customer inquiries and challenges, fostering strong relationships through dedicated support and consistent follow-up, thereby enhancing customer loyalty and satisfaction .

Technical Support Representative

Dec 2012 - May 2014

Raya Contact Center , Cairo

- Technical and Customer Support Advisor: Specialized in providing comprehensive technical guidance and customer support for home service accounts, focusing on resolving a wide array of inquiries and issues efficiently to ensure customer satisfaction and service excellence. Billing and Account Management Expertise: Demonstrated expertise in managing billing inquiries and account-related concerns for home service users, adept at offering clear, concise information and solutions, while maintaining high standards of accuracy and professionalism.

Customer Service Representative

Oct 2011 - Nov 2012

Arope Insurance , Cairo

- Customer Service in Insurance: Provided professional and accurate support for client inquiries, policy details, and claims processes.
- Clear Communication: Delivered clear, concise information to enhance customer understanding and satisfaction, adept at tailored problem-solving.

ACHIEVEMENTS

Consistent Top Performer (2020-2022): Maintained the status of top achiever for three consecutive years in the Data & Fixed Solution Department, demonstrating sustained excellence and leadership in performance.

Pivotal Role in Vodafone Sales Queue Launch (Nov 2021): Actively participated in the soft launch of Vodafone's sales queue (call center 16416), playing a key role in training new staff in sales inquiry and request handling. Managed quality performance of the team for eight months leading up to the official launch, ensuring operational excellence.

Training and Remote Work Implementation During COVID-19 (2020): Led the initiative to train the retail team in managing customer requests remotely during the pandemic. Coordinated the logistics of providing necessary hardware and PCs, ensuring seamless transition to work-from-home setup.

Highest Score in Vodafone Resellers Target Achievement: Excelled in managing tasks related to Vodafone resellers, achieving the highest score in target accomplishment over a six-month period compared to colleagues, underscoring expertise in sales and partner management.

EDUCATION

Bachelor of Law

Faculty of Law , Mansoura University

2005 - 2010

COURSES

Project Management Professional

2023

A specialized training program designed to prepare professionals for the Project Management Professional (PMP) certification exam. It covers essential project management principles, techniques, and best practices recognized globally, enhancing skills in initiating, planning, executing, monitoring, controlling, and closing projects effectively."

Emotional Intelligence for Customer Care

2015

Vodafone Academy, Cairo

Emotional intelligence is the ability to perceive, interpret, demonstrate, control, and use emotions to communicate with and relate to others effectively and constructively. This ability to express and control emotions is essential, but so is the ability to understand, interpret, and respond to the emotions of others.

Customer Care Soft Skills

2013

Raya Contact Center Academy, Cairo

Soft Skills, are the interpersonal skills that people need in order to do well in their jobs. This can mean having the ability to work well in teams, manage time, and multitask. While soft skills are a necessity if one wants to do well in any field, they are especially important for Social Work.

SKILLS

Computer

- Microsoft Office.
- Microsoft Dynamics 365
- Power BI.
- CRM Applications.
- Aconex.
- Photoshop.
- Lightroom.
- Adobe Premiere.

Language Skills

- Arabic : Native (Mother Tongue)
- English : Excellent command of spoken and written (Fluent)

Interpersonal Skills

- Excellent communication skills.
- Ability to work either In a team or individually.
- Working under pressure produces the best of me.
- Effective negotiation and problem-solving skills.
- Leadership.
- Self-disciplined.
- Ability to work well with all levels of management and personnel
- Time management.