

# Sultan Al Zahrani

Dammam, Saudi Arabia

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## Profile

A results-driven professional with a diverse background in procurement, IT support, and team leadership, with over a decade of experience across major sectors. Skilled in end-to-end purchasing operations, including supplier management, cost control, and inventory planning, with hands-on expertise in Oracle ERP for managing Purchase Requisitions and Purchase Orders. Strong understanding of procurement policies and vendor evaluation processes. Prior experience in technology support includes overseeing IT services for over 100 branches and 25 companies across the GCC, managing Gmail Workspace, Office 365, Cisco, Sophos Firewall, and Avaya Phone systems. Proficient in cloud administration, remote troubleshooting, and system support using platforms like Citrix, HP Service Manager, Manage Engine, and BMC Remedy. Demonstrates excellent communication, strategic planning, problem-solving, and multitasking abilities, with proven success in both individual contributor and leadership roles.

## Achieved Projects

- Implementation of Avaya IP telephony system
- Network-Attached Storage (NAS)
- Management of MPS Managed printers' server
- Execution of Al Fozan Holding 365 implementations
- Implementation of Suricata network analysis and threat detection
- Deployment of FOG Project capture and deploy system.
- Attainment of Cybersecurity Compliance Certificate for Al Fozan Holding subsidiaries
- Help desk ticketing system
- Participating in Al Fozan charity Events as supervisor
- Developing a vendor registration portal for procurement department

## Employment History

### Purchasing Officer, Al Fozan Holding, Khobar

FEBRUARY 2025 — PRESENT

Experienced in managing end-to-end procurement processes, with a strong focus on cost control, supplier management, and timely delivery of goods and services. Proficient in using Oracle ERP to handle Purchase Requisitions and Purchase Orders, ensuring accurate tracking and efficient processing of procurement activities. Collaborates with internal departments to assess supply needs, maintain optimal inventory levels, and ensure compliance with company procurement policies.

### TECHNOLOGY SUPPORT OFFICER | TEAM LEADER, Al Fozan Holding, Khobar

MARCH 2018 — FEBRUARY 2025

As a Technology Support Officer and Team Leader for the help desk team, I oversee more than 100 branches and 25 sister companies in Saudi and GCC, supporting more than 1500 employees. Cloud Mail Administration for Gmail Workspace & Office 365, Cisco Phone Administration, Sophos Firewall Administration, and Avaya Phone Administration. I conduct thorough

analyses of computer and network issues both onsite and remotely, address software and hardware challenges, and provide support for a wide range of Citrix Virtual Desktop applications.

### **HELP DESK REPRESENTATIVE, SSBS, Khobar**

AUGUST 2015 — MARCH 2018

As a Helpdesk Representative, I managed incoming issues via email and telephone using HP Service Manager and Manage Engine. I engaged with clients to identify specific problems, facilitated software or hardware installations, and conducted preventative maintenance on computers.

### **TECHNICAL SUPPORT, Saudi Aramco (contract), Dhahran**

JANUARY 2014 — AUGUST 2015

As an RFID Technical Support Engineer at Saudi Aramco, I maintained over 100 RFID Portal Gates, Printers, and Handheld Scanners within Material Warehouses. I responded promptly to technical support calls, providing initial assistance for Zebra and Motorola RFID devices. Utilizing BMC Software Remedy Client ARS, I tracked service requests and resolved RFID system issues across multiple locations with diligence.

## **Education**

STEP ACADEMIC ENGLISH TEST, Dammam University, Dammam

SEPTEMBER 2022

IELTS ACADEMIC ENGLISH TEST, Massey University, New Zealand

MARCH 2011

Diploma of Networking, Dammam Technical College, Dammam

DECEMBER 2010

## **Skills**

- Proficient in end-to-end **procurement processes**, including supplier sourcing, cost control, and inventory management
- Skilled in using **Oracle ERP** for managing Purchase Requisitions (PR) and Purchase Orders (PO)
- Strong knowledge of **procurement policies**, vendor evaluation, and contract negotiation
- Experienced in **strategic planning** and ensuring timely delivery of goods and services
- Proven leadership in managing IT support for over 100 branches and 25 companies across the GCC
- Expertise in **Gmail Workspace, Office 365, Cisco Phone Systems, Sophos Firewall, and Avaya Phone Administration**
- Hands-on experience with **cloud mail administration** and **Citrix Virtual Desktop** environments
- Proficient in issue tracking and resolution using **HP Service Manager, Manage Engine, and BMC Remedy**
- Strong background in **hardware/software troubleshooting**, RFID systems, and remote technical support
- Excellent **communication, team leadership, and customer service** skills
- Effective **problem-solving, multitasking, and time management** abilities
- Adaptable, self-motivated, and able to work well under pressure in fast-paced environments