

Farid Farag Abdullah Baghozah

Senior IT Project & Operations Manager | PMP® Certified

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Professional Summary

PMP® Certified Senior IT Project & Operations Manager with **over 20 years** of experience driving digital transformation and managing the full Software Development Life Cycle (SDLC). Expert at bridging technical execution with business strategy to deliver high-quality, scalable solutions. Proven track record in leading complex projects using Agile, Waterfall, and Hybrid methodologies, with a steadfast commitment to operational excellence and **maximizing project ROI**. A strategic leader and skilled negotiator proficient in vendor and contract management, dedicated to ensuring project success and enhancing stakeholder satisfaction.



Core Competencies & Technical Skills:

- **Project Management** (PMP methodologies, Risk Management, Stakeholder Engagement, Agile/Scrum)
- Strategic Planning & ROI Analysis
- IT Operations & Infrastructure
- **Technical Skills:** (Data Analytics, Digital Transformation & SDLC, SQL Server & Database Management)
- Vendor & Contract Management
- Team Leadership & Negotiation

Work Experience:

1- Administrative and Technical Coordinator | Marketing Manager (10/2024 – Now) Jeddah. SMA (Smart Management Applications Co.)

- **App Project Management:**
 - Led the product roadmap development and actively managed the product backlog using Agile methodologies to ensure iterative delivery and alignment with project goals.
 - Coordinate with the development team to prioritize features and resolve technical blockers.
 - Perform Quality Assurance (QA) oversight to ensure seamless user experience.
- **Marketing & Growth:**
 - Plan and manage digital marketing campaigns across social media platforms.
 - Analyze key performance indicators (KPIs) to measure marketing effectiveness and ROI.
 - Create content strategies to engage the target audience and increase app downloads.
- **Technical & Admin Coordination:**
 - Facilitate communication between technical and non-technical staff to prevent misunderstandings.
 - Manage project documentation, contracts, and administrative logistics for the technical team.

2- Technical Project Manager (10/2020 - 03/2023) Jeddah.

Awesome Digital Co.

- Orchestrated end-to-end vendor management, including strategic sourcing, rigorous negotiation, and selection of qualified partners to ensure high-quality project deliverables.
- Established performance monitoring frameworks for partners and vendors, providing transparent reporting to top management on project health and milestones.
- Led the full Software Development Life Cycle (SDLC) for complex retail systems, managing the integration of inventory, sales, and point-of-sale (POS) modules.

3- Project Manager (4/2020 – 9/2020) Jeddah.

Modern Marketing Co. (One of the Al-Khuraiji companies) - KSA

- Executed the Bedding Project (Multi Million Riyals).
- Orchestrated sourcing, negotiation and selecting qualified vendors.
- Supervised all activities done by partners and vendors and report performance to top management.

4- IT Contractor (Hali).

Lateen Water Co. - KSA

- Selected and purchased all Hardware and Software Such as (e.g., Switches, Servers, and Workstations).
- Served as a Technical consultant for the company.

5- Business App. Manager (2014 – 2019) Jeddah.

Integrated Information Est. - KSA

- Supervised internal team of software developers.
- Recruited, Sourced, and Contracted with external IT Company to implement software project.
- Built partnership with External Co. and managed relationships with them to execute projects and improve their performance.
- Managed customer accounts and built relationships with key customers to improve satisfaction and increase sales.

6- Operation Manager, (2008 - 2014) Jeddah.

Sofriva Est. – KSA

- Created business plans and monitored performance.
- Approved contracts and negotiated with customers to close deals.
- Discussed with owner about daily operations.
- Reported total sales, margins and plans for improving sales to owners.
- Managed Company budget.

Early Career History:

- **System Analyst & Developer** | INFO-WIN Company (2005 – 2008)
- **Branch Manager** | Al-Bashaer for Hajj (2003 – 2007)
- **Trained & Call Center Consultant** | Ashal alholool & Manazel Al-haramain (2003 – 2004)

Education & Certifications:

- **B.Sc. in Computer Science** | Mu'tah University, Jordan (2003).
- **Project Management Professional (PMP)®** | Project Management Institute (PMI) | License # 4359791 | 21 April 2026.
- **PMI Membership** (ID: 11860360) | Project Management Institute.

Languages:

- **Arabic:** Native Speaker.
- **English:** Professional Working Proficiency.

End of CV