

ABDULRAHMAN KHALF

CONTACT

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 gudanah.com

EDUCATION

University

2017 - 2020

BSc in Computer Science

AWARDS & CERTIFICATIONS

- AWS Cloud Practitioner
- Scrum Master
- CompTIA Security+
- CCNA
- ISO/IEC 27001 Lead Auditor

SKILLS

- Solution ownership & service governance
- Vendor & SLA management
- Client relationship management
- Incident & escalation management
- Access control & user governance
- Cross-functional stakeholder coordination
- Multi-solution platform management

KEY ACHIEVEMENTS

- Successfully owned and stabilized multiple client solutions, improving SLA adherence and service performance.
- Strengthened vendor accountability through structured escalation and performance tracking.
- Led cross-functional coordination to resolve critical incidents and reduce operational downtime.
- Improved client satisfaction through proactive issue management and structured stakeholder communication.

PROFILE

Senior Solution Owner with expertise in managing enterprise solutions end-to-end. Experienced in client-facing solution ownership, vendor management, SLA governance, and cross-functional coordination with developers, product teams, and third-party providers. Skilled in troubleshooting, risk management, and platform optimization across multiple solutions, while providing training and guidance to stakeholders. Adept at translating complex technical issues into actionable solutions, ensuring operational excellence and high client satisfaction.

WORK EXPERIENCE

SOLUTION OWNER ENTERPRISE PLATFORMS

CSI Technologies - Riyadh

February 2024 - Present

- Owned end-to-end solution lifecycle for multiple client platforms, acting as the primary point of contact for service delivery and operational stability.
- Managed vendor relationships and SLAs, ensuring timely resolution of incidents, change requests, and performance issues.
- Led issue triage and root cause coordination between clients, developers, and third-party providers.
- Oversaw access governance, configuration validation, and solution integrity across environments.
- Coordinated cross-functional stakeholders to ensure continuous service improvement and client satisfaction across multiple solutions.

IMPLEMENTATION SPECIALIST

Art Of Consulting - Riyadh

February 2022 - February 2024

- Started as an Implementation Specialist supporting ERP configuration, documentation, and deployment activities across finance, HR, operations, and inventory modules.
- Gathered and translated business requirements into structured system configurations, functional specifications, and workflow documentation.
- Progressively took ownership of client environments, managing user roles, access controls, and configuration governance.
- Led requirement workshops, UAT coordination, and stakeholder training sessions to ensure successful solution adoption.
- Managed end-to-end implementation cycles from initial setup through go-live and post-deployment stabilization.
- Acted as a key liaison between clients and technical teams, supporting issue triage, validation, and resolution during production rollout.