

# BASMAH ALMADHOUN

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## SUMMARY

Results-focused and proactive in planning day-to-day operations and solving service issues. Offers advanced abilities in tackling issues impacting team and business success. Excels at managing team and personal time to consistently exceed expectations.

## EXPERIENCE

### 04/2016 to 05/2024 Project Management Coordinator

**CompuCom** - Mississauga, Ontario, Canada

- Implemented quality control procedures to maintain high standards throughout the project lifecycle.
- Liaised with clients to gather project requirements and ensure alignment with business objectives.
- Delivered timely and regular project reports to senior management, ensuring they were always well-informed about the project's progress, risks, and opportunities.
- Facilitated communication between project stakeholders to understand project status and expectations clearly.
- Coordinated project schedules, resources, equipment, and information with precision, ensuring the timely delivery of the project.
- Collaborated with project managers to develop project plans, timelines, and budgets, ensuring alignment with business objectives.
- Managed project documentation, including project charters, schedules, meeting minutes, and status reports.
- Supported resource allocation and scheduling, ensuring optimal team members and tool utilization.
- Supported the execution of multiple IT projects by coordinating tasks, schedules, and resources.
- Maintained communication with vendors and external partners to ensure timely delivery of services and products.

### 02/2014 to 05/2016 PC Technician Leader

**Renew Computer Technology** - Mississauga, Ontario, Canada

- Supervised installation and testing team on their daily work orders and assemblies
- Coordinate with the quality control department on defective and damaged devices.
- Randomly communicated with clients and checked device performance as part of the quality control procedure.
- Arranged a reporting system that generates order intake, work in progress, delivered devices, defects and faulty processes.

**07/2009 to 11/2010    MAC Lab Coordinator**

**Dar Al Hekma University** - Jeddah, Saudi Arabia

- Acted as an on-site resource to individual students and groups accessing the lab; helped students with software, registering for classes, completing assignments, and oriented students to the laboratory.
- Created awareness about the safety and security of the laboratory area by distributing & and posting flyers.
- Coordinated with the service center on maintenance problems as they occur.
- Enforces procedures for using the laboratory area, equipment, supplies, materials, software, hardware, and peripherals.
- Respond to questions from students, staff, and instructors with information relating to the computer laboratory, both over the phone, emails, and in person.

## **SKILLS**

- |                                 |                                 |
|---------------------------------|---------------------------------|
| • Effective communication       | • ERP Software Resolving        |
| • Microsoft project proficiency | Complication                    |
| • Decision making               | • Reporting & Analysis          |
| • Resource allocation           | • Service Now                   |
| • Project Delivery              | • Service Level Agreement (SLA) |
| • Business Process              | • Project Planning              |
|                                 | • KPI Report.                   |

## **EDUCATION**

**2016**

**Diploma of Higher Education:** Information Technology

**CDI College** - Mississauga

**2008**

**Bachelor of Science:** Information Technology and Computing Bachelor

**Arab Open University** - Jeddah, Saudi Arabia