

Basim Alharbi

Electrical Engineer & Project Manager

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Riyadh, Saudi Arabia

Saudi National

Professional Profile

Electrical Engineer with 9+ years of experience across government and private sectors, including project management, medium voltage systems, and customer satisfaction leadership. Proven expertise in managing MV equipment claims, enhancing service KPIs (NPS/NSS), and leading complex projects for VIP clients. Certified PMP with additional skills in CRM platforms (Salesforce), stock systems (SAP), and digital marketing. Recognized for technical insight, cross-functional collaboration, and service excellence.

Professional Experience

Technical Project & Solutions Manager (Consultancy/Contracting) Independent Consultant

OCTAVE

2020 – 2024 • Riyadh, Saudi Arabia

- Led technical consultancy and management of medium voltage infrastructure projects, overseeing design, installation, commissioning, and maintenance.
- Managed customer relationships, technical escalations, and ensured compliance with engineering standards and project timelines.
- Conducted technical training and workshops focused on MV equipment, automation, and project management best practices, enhancing client team capabilities.

Project Manager – Services & Customer Experience

Schneider Electric

Jul 2019 – Mar 2020 • Riyadh, Saudi Arabia

- Led sensitive national-level service projects for installed MV units, overseeing component replacements across a large installed base
- Supported the sales team in client meetings to develop technical solutions and restore customer satisfaction
- Acted as escalation point for complex VIP cases, ensuring resolution and communication across field teams and internal departments
- Maintained KPI improvements in NSS/NPS through targeted action plans and strategic initiatives

Education & Certifications

Bachelor in Electrical Engineering

King Saud University

2011

Electrical Power
Specialization

Project Management Professional (PMP)

PMI Institute

2024

Core Skills

TECHNICAL SYSTEMS

SAP

Salesforce

MS Office

ELECTRICAL ENGINEERING

RMUs

Switchgears

GIS Cells

PROJECT MANAGEMENT

KPI Tracking

Root Cause Analysis

CUSTOMER RELATIONS

Customer Satisfaction

VIP Management

Project Engineer & Customer Satisfaction Engineer

Schneider Electric

Aug 2017 – Jul 2019 • Riyadh, Saudi Arabia

- Managed comprehensive MV equipment claims (RMUs, Switchgears) for VIP clients with focus on technical excellence
- Assigned and coordinated Field Service Representatives (FSRs) while tracking project status and deliverables
- Implemented systematic root-cause solutions and process improvements to enhance operational efficiency
- Utilized SAP for spare parts ordering and Salesforce for comprehensive claims tracking and management

Customer Satisfaction Engineer

Schneider Electric

Feb 2016 – Aug 2017 • Riyadh, Saudi Arabia

- Consistently achieved and exceeded NPS/NSS KPI targets in 2016 and 2017 through strategic customer engagement
- Conducted comprehensive feedback analysis, engaged with clients, and resolved service-related dissatisfaction
- Implemented innovative fast-track solutions to significantly reduce claim resolution times

Electrical Engineer

Ministry of Finance

Jun 2011 – May 2014 • Riyadh, Saudi Arabia

- Supervised critical site installations and electrical works at strategic border projects
- Conducted comprehensive assessments of power requirements, reviewed materials, and approved components
- Ensured strict compliance with Saudi engineering standards and project execution requirements

DIGITAL MARKETING

- SEO
- E-commerce Ops
- UX Improvement

Languages

Arabic	Native
English	Advanced
French	Intermediate