

Curriculum Vitae Mirza Rahmatullah Baig

Mobile :00919121778486, whatsapp: 00917901278486
Email : mrbaig11@yahoo.com & baigmirzarahmathullah@gmail.com
www.linkedin.com/in/mirza-rahmatullah-baig
Working eligibility: Canadian Citizen



CHIEF INFORMATION OFFICER / IT DIRECTOR

EXECUTIVE PROFILE

Information Technology -- Software Development -- Strategic Planning

Global business and technology expert. Guide the CEO and Global Leadership Team to drive the Company's strategies, for building a robust, global competitor organization of today and the future. Business, Technology & Innovation visionary successful leader More than 24 years Global experience in automating multi -million dollar enterprises. Strong record of success in robust IT. Proven ability to bring the benefits of IT to solve business issues while managing costs and risks. Led development and deployment of custom apps. More than 24 years of global experience in diverse Banking, Telecom, Service, E-Commerce, Media (News and Entertainment) Insurance, Manufacturing and commercial environments in the Middle East, Canada & india with leading International and national banking and commercial companies. Provide strategic direction to executive management board of directors etc on business and technology.

- ◆ Technology Architecture & Integration.
- ◆ Global IT Delivery & Project Management
- ◆ Budgeting & Cost Control
- ◆ Organization & Staff Development
- ◆ Strategic Analysis & Internal Consulting.
- ◆ Risk Management & Disaster Recovery plan
- * Leading Edge Software Development
- * IT Auditing & Quality Assurance
- * Staff Management & Team Building
- * Information & Network Security
- * ISO & BS7799 Implementation & BPM.
- * Systems & Database Management

Dynamic management career with strong leadership, Problem-solving, Planning, team-building and project management, SDLC software development skills. Recruit, develop, motivate and retain diverse staff structuring them in teams that deliver results and savings. Implemented SAP and Oracle E-business suit, Supply Chain Management, Digital CRM, Java, J2ee, Dot Net technologies successfully and effectively from end to end Strategy (example :Business Process to IT Strategy) from 2007 to 2020 in 19 very large projects. Full responsibility for P & L and multi- million dollar budgets. Proven record of profitability in entrepreneurial ventures. Familiar with an integrated & effective approach and suggests a comprehensive IT Governance, Audit and Control frameworks and roadmap that is pragmatic and actionable. Very familiar with internationally recognised multiple process improvement standards & frameworks like ITIL, Six Sigma, IT Governance, Val IT, Cobit v4.1, ISO17799. BS 7799, ISO9001, CMMI v1.2, ASL, COSO, Balanced Score Card, PMBOK and TQM.

PROFESSIONAL EXPERIENCE

Employment History & Projects Details :-

ATRINOVA Inc, USA

(Maryland, USA & India, Hyderabad Branch) Duration: Nov 2007 to April 2020

Role: Chief Information Officer / Projects & IT Director.

- IT Strategy and Planning
- Define, Update and Implement IT Strategy. Manage IT across the enterprise.
- Align IT objectives and programs to enterprise objectives and strategies control.
- Align the IT team with enterprise performance objectives.
- Managed the revamping of the Middle East Banks IT by rationalizing application,

process improvement, outsourcing of IT activities and developing a standard operating model.

- 29+ years of global experience in IT as a Chief Information Officer/IT Director In the Middle East (Saudi Arabia, UAE, Bahrain, Oman, Kuwait etc) Canada, USA and India.
- 12 years of Middle East (GCC region) Market experience and extensive travel (up to 60%).
- Emerging markets & greenfield situations experience.
- D365 subject matter expert - Dynamics 365 and Azure EAM experience
- 20+ years of End to End IT Maintenance including offshore & onshore Data Centers and Implementation Projects experience.
- Speak English, Arabic, Urdu and Hindi Languages.
- Good financial understanding, experience in implementing service improvement plans that resulted in cost and/or service improvement.
- 18+ years' experience with IT Governance
- Ensure and Monitor effective implementations of the policies and procedures
- Ensure necessary awareness for the IT policies and procedures
- Coordinate/Work effectively in the Internal Audit program with the Auditors
- Implementing Client's Core banking products. And ensure timely and quality delivery of Client's deliverables.
- Control performance objectives and overall IT budget.
- Managed large scale Sap CRM, and CRM implementation on the MS Dynamics 2015/2019 platform across organizations service line.
- Worked more then15 years in different IT departments across the Middle East Banks i.e.infrastructure, service and support set-up, systems set-up for cash trade and CRM.
- Provided leadership and guidance to large project team to ensure on time and on budget delivery per SOW.
- Ability to balance strategic, tactical and operational thinking and execution in a dynamically evolving business environment.
- Senior Advisor to client executives on project status, risk, issues, change request and decision points of critical corporate initiatives.
- Worked in local Middle East Banks in the region i.e Al Bank Al Saudi Al Fransi And Arab National Bank etc with multi country presence.
- Global IT Leader responsible for management of Enterprise Operations Customer.
- Well versed with IT Architecture and expert to analyse different phases of implementations.
- Managed large project teams and the implementation of Sap CRM and MS Dynamic CRM.
- Working closely with All Management groups to achieve financial and business objectives of the Client's Implementation projects.
- Deveoped an overarching program plan for the integration of CRM with a custom applicatons and mobility platform.
- Systems technologies team. Managing end to end IT for the branch centers Globally.
- Define IT governance based on overall business objectives.
- Responsible for Program Planning, including (onshore & offshore Data Centers including security Infrastructure, Network Infrastructure, Database Infrastructure, ERP Implementation, Users trainings etc and Manpower.
Education, governance project engineering team, management oversight.
- Acquire software/hardware. SLA tracking and driving SDLC processes.
- Select, manage and control IT providers

- Strong focus on collaboration with diverse stakeholders, exercising influence and assertiveness to drive desired outcomes.
- Experience with International Core banking and channels solutions implementation.
- Implement engineering processes with business analysts, in compliance with CLIENT standards for International platform and corporate governance and audits.
- Manage outsourced services and leading resolution and drive root cause analysis for any incidents impacting client business.
- Passionate customer advocate with ability to identify and fulfill customer needs.
- Maximize the mix of in house versus out sourced services.
- Around 21yrs of solid experience in delivering IT solutions in the global context.
- Strong skills in project management, with a focus on flawless execution, high quality delivery, and pragmatic solutions.
- Establish strategic service provider partnerships
- Fuel a passion within the team for designing and building innovative solutions that will improve functionality and performance and will enable achievement of business objective and goals for Clients.
- Risk Management
- Advise & support team head risk & control in managing the regular governance committee through providing pertinent risk reporting and highlighting key risk issues / trends in the risk dashboard .
- Align IT risk management within IT productivity objectives.
- Plan and implement the risk & control framework to achieve effective risk management.
- Align IT risk management with enterprise-wide risk management
- Manage the implementation of operational risk and compliance initiatives and policies.
- Coordinating and facilitating the self-assessment.e.g, RRSA , RCSA activities including conducting of independent control testing to facilitate control monitoring and attestations as well as in the review / fact finding reporting of regulatory compliance breach and operational risk incident.
- Serving as risk manager on technology risk & control matters.
- Perform audit management activities including coordinating and conducting pre-audit checks and post audit work of technology team under review and producing fact finding reports.on monthly basis.
- Business Process. Work closely with wide range of groups across businesses teams, multiple vendors and internal IT teams to plan and execute goals of the company.
- Defer to enterprise requirements.
- Conducting special reviews / risk assessments / deep dive reviews of targeted risk areas on technology.
- Worked with the Multi-Technology units to resolve risk issues.
- Entrepreneurial mindset and solid experience coupled with high degree of comfort with ambiguity.
- Proactively identify risk on technology through monitoring of technology performance in risk and compliance management (through tracking of resolution of issues arising from regulatory compliance breaches, operational risk incidents and special reviews/ audits / inspections as well as independent control testing).
- Provide Advise, support and and training to foster strong risk culture and risk awareness within the technology units globally.
- Strong desire to make a mark with highly experienced team of quality professionals globally.
- Strong and Deep experience in management and assessment of adequacy of control and or audit function in Middle East banking environment. Good knowledge of Retail

- and corporate banking processes and products.
- Ability to identify risks and assess adequacy of controls as well as being able to make suitable advise and recommendations for control enhancements.
- Good analytical, organizational and conceptual skills.
- Good experience in leading and managing projects.
- Excellent communications, presentation and influencing skills and able to manage stakeholders across multiple disciplines.
- Follow IT systems development Methodology(SDLC)
- Optimize and design enterprise processes via IT.
- Define and adjust IT standards and technologies.
- Identify & solicit potential clients and provide end to end IT solutions.
- Interact with internal & external clients to ensure continuous customer satisfaction.
- Develop & retain high-quality IT professionals.
- Design, develop, implement and supports all MIS functions.
- Evaluate, recommend and purchase hardware, software and supplies.
- Manage & support multiplatform environments. Plan, organize, direct and control the activities of an organization.
- Ensure the policies and procedures are followed according to establishment guidelines and make recommendations for improvements.
- Interview corporate & Individual customers and respond to customer enquiries.
- Proficiency in directing and supervising people, resources, budget, vendors and other business partners.
- Organization's progress and well-being similarly, a foundation in the principles of accounting, finance, SCM, marketing, sales and distribution channels.
- Oversee preparation of monthly financials progress reports.
- Establishing relationships with key MIS, IT, Networking, Security & distribution channels.
- Plan and manage strategic IT initiatives. Manage IT applications portfolio
- Manage IT projects. And responsible for the day-to-day management of enterprise operations customer systems technologies globally.
- Shift decision making to enterprise operations.
- Include governance with business process executives
- Enterprise infrastructure and applications
- Define standards and architectures. Carry out managerial responsibilities including - planning, hiring, work assignment, appraisal and supervising the Enterprise Operations and Customer Systems Technologies technical staff.
- Consolidate the IT Process across the enterprise.
- Service Level Agreements monitoring and performance tracking for vendors.
- Optimize costs of services through a mix of internal and external resources
- Strategic approach along with operational ability. And provide solutions for complex IT challenges
- Strong in analytics and in lateral thinking. Work with business and relevant IT teams to implement solutions for SDLC including Agile project management methodology.
- Remain Up-to-date with company, business, and all department goals and initiatives as Innovation trends in IT & business teams globally.
- Influencing and relationship management ability.
- Ability to operate in cross-cultural contexts. Drive root cause analysis and ensure consistently high availability for the business to ensure they meet their objectives.
- Technical management and People management Skills.
- Advising & Responsible for IT Operations, IT projects & SAP projects globally.
- Advising on SLA, IT & SOA on projects globally.
- Implemented LAN, WAN, Wireless & Security Projects globally.

- Manage and Setup Remote & Local Data Centre and call centers.
 - Recruitment and allocation of IT teams globally.
 - Worked with Project Managers, Business Analysts, Architects, Technical Leads and other Implementation team members for large core banking transformation Projects.
 - Vendor, People, Technical. Service & Delivery Management globally, & Organizational Dynamics, BPM, IT Alignment, Business Transformation etc
 - Interfaced between Clients Project teams and product development
 - End to End IT management skill, IT Governance, Best practices, Compliance, Review Business Model, Program Management etc for clients globally.
- **Technologies:** HP-Ux, MF Mvs, Windows O/s, Sun Solaris, SAP, Oracle E-Business suit, DB2, Oracle 10i, XML, JAVA, CRM, IBM-Tivoli, Open-view dot Net, VOIP, Video Conferencing, Windows servers, Sun fire servers etc

Computer Software International (csc) Ontario, CANADA. (Saudi Arabia, worked in below various Projects) KSA-- Middle East.. April 2004 to Sep 2007

Role : Chief Information Officer (VP for PMO)

Recruited to deploy aggressive business process re-engineering transformation elements in **Al Faisaliah Group, Awnet and Other below various Projects.** Manage, control and implement all the various external multi domains commercials and banking -projects globally. Direct Information Technology and Business Services, to achieve profitability for \$Multi-million dollar company. One of the largest and top group in the Middle East.

- Formulate strategies and plans for analyzing business processes to identify priorities and develop assignments for major re-engineering, restructuring and implementation of transformational plans.
 - Work with Project managers, Business Analysts, Architects, Technical Leads and other Implementation team members for Large Core Banking transformation Projects.
 - Awareness on technologies involved in global IT networks.
 - Designing and rolling out IT solutions globally.
 - Creation of IT related strategy for organizations.
 - Experience in building global IT teams from scratch.
 - Experience in building and managing global teams
- In-depth involvement in data center/network/infrastructure operations.
- 9 years of Experience in the Enterprise Applications - including SAP, Oracle E-business suit.
 - Experience in managing MSP relationships or outsourced support partners
 - People management, project management and deliveries, Infrastructure and Facilities, Client Relations with full P & L responsibility of the Company.
 - Direct and supervise Directors/Managers, and senior technicians of Information Systems Technology in investigating, analyzing and evaluating existing business processes of all operating units within the groups and external various multi domains projects.
 - Responsible for global operations.
 - Client Interaction and relationship management, delivery management, program management people management and technical management.
 - Responsible to lead very large teams spreader over global locations.
 - Handling large business and large projects to drive them towards success.
 - More than 18 years of experience in Technical Management, relationship management, service management and program management etc.
 - High degree of People Management Skills.
 - Maintains effective business relationships with Top and senior management and on occasion, influences client executive management.
 - Works closely with the marketing, business and Technical teams to achieve desired market positioning.

- Facilitate in managing the acquisition strategy and assessing the consolidation of trading industry and banking industry initiative.
- Prepare plans for initiating and implementing guidelines for business processes and methods for improving business operations.
- Analyzing, Integrating and utilizing financial data to accurately diagnose business realities, identifying key issues and developing IT strategy and plans. Making informed decisions in the best interest of the group.
- Align IT to the business excellence to harness opportunities. And ensures that IT delivers on its plans and commitments.
- Formalize IT oversight and accountability to ensure more effective and ethical management.
- Improve planning, integration, communications and performance between the Business Units and IT Groups and within IT Groups.
- Improve ROI based demand management (IT requests and Total Cost of Ownership) decisions to analyze, prioritize, fund and approve and manage major IT investments (capital and operating expenses).
- Formalize the selection, contract administration and management of vendor/outsourcing Initiatives.
- Optimize assets and human capital resources.
- Advances organizational effectiveness and maturity.
- Facilitate compliance (e.g. SOX, FDA, HIPPA, etc.) by integrating controls and audits.
- Increase IT productivity, Accountability Reliability, audit-ability, compliance, performance, competency and maturity.
- Improved alignment, investment returns, performance, deployment, accountability. Compliance and maturity.
- Reorganized and restructured the mid and back office support teams resulting in a 20% reduction in personnel..
- Experience in Multi-discipline of Development, Test, Program management and Support
- Manage and direct and Responsible for working with smooth on-time delivery of all the internal and external projects within budget and with high quality.
- Increase field productivity through deployment of core tools and processes.
- Strong leadership skills on organizational strategy and processes, ensuring alignment with overall business strategy.
- Monitor and overseeing on boarding, development, testing, deployment and support of internal line-of-business applications related to Services, Finance, Sales & Marketing, HR, and Corporate Compliance.
- Work closely with all governance body, and all external clients to identify, plan & priorities for IT deliverables globally.
- Collaborating with peers and other IT organizations and SAP, Oracle e-business suit and Microsoft products on projects and issues.
- Gathering client satisfaction metrics, taking corrective action as needed, and driving toward established goals. Reducing the total line-of-business application portfolio count and eliminating development of non-compliant applications (i.e. shadow apps).
- Build and managing a team comprising of Full Time Employees (FTE) and vendor resources.
- Also Participate in GDCI and IT level initiatives.
- Meeting established goals around organization health metrics (Poll and FTE feedback).
- Managing financial aspects of the team: vendor contract negotiation, hardware acquisition, and budgeting. Presenting to senior executives as needed.
- Act as an external speaker to enforce the IT strategy and collaborate with the business segments. Manage a complex matrix reporting relationship (Corp, Cross Regions, multiple partners & business pipes).
- More than 8 years of solid Knowledge in SDLC.
- Strong leadership skills in building strong and effective teams which produce quality results and savings.

- Strong communication, negotiation skills and cross-group collaboration skills.
- Manage & direct more than 1800 technical and non-technical staff globally.
- Excellent problem resolution, judgment, negotiation, budgeting, and decision making
Drive for results, strategic leadership, developing people.
- Strong understanding of software architectures, ERP systems (like SAP, Oracle E-Business suit, People soft etc) & MS products, software lifecycle methodology, and IT project management. Strategic but also Creative, Pragmatic, Communicator, Reactive, Propose Solutions.
- Implemented a restructuring of the Commercial and Marketing Division, providing geographic optimization into nine (9) business units and assigning each with total P&L accountability.
- Plans, organizes, coordinates, and directs the activities of the group. centralized & decentralized data processing centers.
- Research management information systems hardware and software including applicable vendor applications, data base management, and operational control packages.
- Established guidelines and programs for effective database management utilization.
- Consults with and advises other division and department heads on information technology management needs and problems.
- Demonstrate continuous effort to improve operations, decrease turnaround times,
- streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- Managing the entire group through next level managers, direct responsibility, and exert high level of influence across divisions.
- Exert influence in the development of overall objectives and long-range goals of the group & divisions make independent decisions regarding personnel issues for functional areas. excluding headcount and exceptions.
- Work across the whole group & divisions as well as with other international companies with positive and effective impact & maintenance of specified products.
- Sharp and Confident in handling large team and business.
- Manage software development, testing, enhancements, and maintenance of specific products.
- Develop goals; organize, prioritize, and assign projects in conjunction with corporate goals, monitor status of work.
- Ensure adherence to planned schedules. involved in daily operational activities as needed.
- Provide leadership on product & project direction.
- Communicate product direction and negotiate product overlap.
- Manage administrative aspects of the group including personnel matters usually through second level manager.
- Set performance standards and conduct ongoing performance appraisals for direct reports.
- Ensure ongoing performance and feedback is provided to division employees.
- Close more than 60 million SR critical external IT projects in just one year.
- Close All the projects on time and in budget.
- Managing & direct more than 300 technical and non-technical staff.
- Excellent interpersonal and analytical skills. Good attitude, People handling and coordination Skills. Ability to meet deadlines, high energetic and work well under pressure.
- Experience in Microsoft products like Microsoft great plains, and Microsoft axapta ERP etc.
- More than 5 years of experience in SAP, Oracle e-business suit, Oracle 8,9 & 9i, XML, Java, Hp-Openview, CA-Unicenter TNG, Sunfire servers, Sun O/s etc.
- More than 4 years of experience on AS/400, O/s 400, Infrastructure projects using CICS, DB2, Cobol II etc.
- More than 15 years of experience on IBM Mainframes like MVS/ESA, VM/ESA, SQL/DS, DB2, Structured Cobol, Cobol II, ISPF/TSO, CICS, exec2, Rexx, Vtam, Vsam, SNA projects.

- Experienced in Multi-domains, Multi-databases, Multi-platforms, ERP's. Network security, Information security etc projects.
- **Significant Accomplishments:**
 - Successfully achieved operational synergies of over \$4 million per year through process improvement and automation initiatives.
 - Implemented state-of-the-art computerized ERP system, achieving greater functionality with a \$2 million per year cost savings

Saudi Electricity Company Project II (SEC) H.Q. Riyadh, KSA.

IT Planner (CIO Level)

Provide executive leadership as head of global IT. Responsible for all aspects of strategic IT planning, implementation and support globally as an integral component of business plan. Engineered turnaround of It's performance and service levels. Transform IT into a strategic business partner. Manage and deliver multiple large scale projects on time and within budgets. Responsible for budgeting, and support of all technology.

- Interpret corporate technology standards and methodologies and implement them with other team members.
- Provide supervision over infrastructure, architecture, and data center operations as part of day to day operations for the company and drive innovation for business expansion leveraging and building core technology skills.
- Establish and implement best practices for architecture and performance management in the delivery centers.
- More than 8 years of experience in Software Development Life Cycle.
- More than 15 years of experience in managing system architecture & design, and infrastructures.
- And more than 12 years of strong management experience with ability to supervise subordinates.
- Chief consultant on technology to the CEO and Executive Team. Contributed to the definition of key strategic business objectives leveraging SEC's IT capability.
- Manage global relationships with key vendors, consultants, licensees and SEC affiliates.
- Using MVS/ESA, AS/400, HP9000, Sun solaris, DB2, Oracle 9i, SNA, CICS, Cobol II, Rexx, ATM, XML, JAVA, IBM-Tivoli, HP-Openview, VOIP, Video Conferencing etc

- **Significant Accomplishments:**
 - Successfully achieved over \$2 million in first year savings, stabilizing the remaining employee base.
 - Successfully restructured the division to achieve functional deliverables and standard performance levels.
 - Accomplished operational excellence, following a 35% reduction in the information systems workforce.

Saudi Arabian Monetary Agency (SADAD)

The Billing and Payment System Project III, Riyadh, KSA.

The Advisor (CIO) .

- Establishing and attaining corporate objectives related to product development.
- Conceptualizes, develops and directs implementation of all business related Technical procedure sand policies.
- Work closely with development team on the design and specification process, review technical documents and coordinate with sales team for successful product release.
- Develops, monitors, guides and evaluates objectives for direct reports.
- Plans and organizes work to ensure timely delivery of assigned task as per laid down standards.
- Reviews, monitors and directs day-to-day functioning of project teams.

- Keeps the Management Team updated on all major activities affecting Technical development enhancements and support..
- Working closely with President to provide necessary inputs to enable him to meet technical objectives.
- Expertise in strategic business development, product management and consulting, which is build upon more than 15 years of strong hands-on experience in collaborative Financial services verticals.
- Strong project management skills.
- Strategic planning, project management and execution. Persuasive and goal-oriented with experience in executing business plans and joint sales engagement models.
- Strong interpersonal, team building, negotiation and relationship management skills
- Deep understanding of offshore development model and business process outsourcing
- Leading a team of Internal/External resources to winning and implementing Software packages and Customized Solutions.
- Responsible for a broad range of Strategic and Tactical Marketing tasks to establish and promote product line and build Customer relationship.
- Capable of interacting & working with Technical & Executive level clients from Diverse Industries with an understanding of I.T, Operational and Business Issues.
- Proven working experience in Consulting Assignments, Delivery, Requirements Analysis And Product Management
- Product Presentations, Demos and Technical discussions to support various initiatives aimed at Sales Prospects
- Provided executive leadership for this multi-million dollar Billing and Payment company..
- Responsible for three departments in multiple locations.
- Launched start-up of an 18 organization and developed a comprehensive enterprise-wide Technology strategy to support the business plan. This included Network Selection, Systems, O/S, desktop platform, Internet and Standard Software Configurations. Full P&L responsibility.
- Successfully managed, monitor and implemented the SDLC of the billing and payment system which has developed in-house bilinguals Arabic and English.
- Partnered with business unit executives to identify, develop and implement IT opportunity to improve the operating effectiveness and financial performance of the organization.
- Successfully manage, monitor and implemented Billing & Payment system (bilinguals Arabic and English. Using Oracle 9i, DB2, under Sun fire system, under Sun Solaris UNIX O/s. Also using Jawa, XML, Tivoli, and Microsoft Axapta ERP.
- Manage & direct more than 800 technical and non-technical staff globally.

Saline Water Conversion Corporation Project IV, Riyadh, KSA.

IT Consultant / Project Manager

- Provided IT leadership for Kingdom largest SWCC Company. Responsible for a multi-million dollar budget and IT departments in multiple locations globally.
- Created a high performance team from ground up to plan and implement technology.
- Developed the corporate technology vision and strategy. Championed and implemented mini computer technology.
- Steered multiple projects to completion within time and budget. Strengthened the relationship with the end-user community.
- Developed IT strategy and initiatives aligned with the company's vision, goals and objective.
- Established controls and reporting devices to monitor IT performance.
- Strong Leadership and communications skills
- Implemented five-year technology deployment plans, stabilizing the performance of all computing activities;
- Built methodology, creating linkage between business divisions and the technology departments to support the critical success factors of the corporation.

- Automated the company's Water Conversion operations in 8 different cities of KSA
- Successfully manage, monitor and implemented Oracle E-Business suit 11i ERP with data stream (Procurement system), Oracle 9i, on Sun fire system, Unix O/s. Manage & direct more than 600 technical staff globally.

Computer Software International (csc) Inc Ontario, Toronto CANADA.

Role : CIO, CTO, COO, Projects & IT Director. Feb 2000 to March 2004

➤ **Worked For Royal Bank of Canada and Sun life Insurance, Projects, Toronto, Canada.**

- Identify and solicit potential clients and provide end to end IT solutions.
- IT infrastructure and architecture management including LAN & WAN and related infrastructure management
- Interact with Internal and external clients to ensure continuous customer satisfaction.
- Incident handling and reporting to the top management.
- Develop, retain and manage high-quality IT professionals, projects managers and senior managers. Technical and non-technical

HEWLETT PACKARD, Riyadh, Saudi Arabia. (Middle East) Oct 1998 to Jan 2000

Quality Assurance/ Internal Auditor Specialist

Worked as a Quality Assurance / Internal Auditor for Arab National Bank projects.

- Directed the company's computing facility and extensive telecommunications infrastructure, supporting automated, one of the nation's largest hp platform bank in the Middle East Arab national Bank with 3500 users globally.
- Provided all software and hardware platform support, technology adaptation and advancement; implemented five-year automation plan, which included real-time control of all depts operations and product distribution centers.

Managed the bank outsourcing, with HP 9000 & 3000 Systems, Oracle and HP Openview which managed and controlled the Information Services Division.

Recruited professionals and built new corporate infrastructure, upgrading the Data Center from Digital Systems mainframe architecture to a Client/Server Distributed architecture. Coordinate application certification for production and Y2k.

COMPUTER ASSOCIATES Middle East,

July 1997 to Oct 1998

Client Service Representative/Consultant

Worked for various Projects including Ministry of finance and Al Bank Al Saudi Al Fransi, projects in Riyadh, Saudi Arabia (Middle East)

- Developed technical architecture to support standard IBM-based banking application products with full service commercial deposit and loan systems.
- Managed the overall design, development and implementation.
- Worked on IBM MVS/ESA, & VM/ESA O/S, IDMS R, Cobol II, SNA, Rexx, TSO, CICS, SQL/DS, DMS, CMS, VTAM, VSAM etc.

TECHNICAL QUALIFICATIONS:

□ Oracle 8, 9i Certified Professional	(DBA)	(USA)
□ Microsoft Certified System Engineer	(MCSE)	(USA)
□ Sun Solaris 8 Certified	(Part 1 & 11)	(USA)
□ Cisco Certified	CCNA, (Trained CCNP)	(USA)
□ Cisco Pix firewall Specialist		(USA)
□ Preparing for CISSP Certification		(USA)
□ Preparing for PMP Certification		(USA)
□ System Development Life Cycle	8 years of Experience	
□ Preparing for CISA Certification		(USA)

Preparing for ITIL Certification
Preparing for Six Sigma Certification

(UK)
(USA)

Technical skills :

<u>Operating System</u>	: HPUX, AIX, OS/400, Solaris 8,9,10 MVS / ESA, VM / ESA, Linux, Windows 95, 98, NT and 2000 etc.
<u>Databases</u>	: Oracle 8i & 9i 10i, DB2, SQL/DS and IDMS.
<u>Development Tools</u>	: Structured COBOL, COBOL II, Case Tools, SAS, CMS, DMS, CICS, JCL, ISPF/TSO, Vtam, Vsam, Exec 2, Rexx & Dbase III.
<u>Management Tools</u>	: Cisco Pix Firewall, Check point NG, Oracle Enterprise Manager , HP SAM, IBM SMIT, Tivoli, HP-Openview.
<u>Network Protocols</u>	: TCP/IP, SNA.
<u>Routers Protocols</u>	: Rip, IGRP, EIGRP, OSPF, BGP Advance BGP, Vlan, IP Sec and Firewall VPN, Frame Relay, ISDN BRI, ISDN PRI, VOIP.
<u>Network Products</u>	: Routers, Switches, Hubs, Modems, Multiplexers, Controllers, IDS, Cabling Cat 4, Cat 5, Fiber Optics, Gbps Backbones, ATM
<u>ERP's</u>	: SAP financials, Oracle E-Business Suits version 11.5.8, & Peoplesoft.
<u>Pc Tools</u>	: Microsoft Office, Word, Excel, Power Point, MS Project And Microsoft Axapta ERP, Microsoft great plains etc.

EDUCATIONAL QUALIFICATIONS

- **BACHELOR OF COMMERCE (Accounting , Auditing, Cost Accounting ,
Banking, Business law etc) Osmania University, INDIA**
- **POST GRADUATE IN BUSINESS ADMINISTRATION (Banking, Accounting,
Business Administration, Business law, Financial Management, Marketing,
IT etc) Ottawa Business College, Ontario, CANADA**
- **Currently Pursuing Executive MBA from (part time Student)
(INDIAN SCHOOL OF BUSINESS, HYDERABAD) INDIA**
- **References provided upon Request.**