

COVER LETTER

Manmohan Singh

MANMOHAN SINGH

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Dear Sir/Madam,

I am writing to express my interest in a Senior IT position within your esteemed organization. With over 25+ years of progressive experience across the Federal and State Governments of the UAE, including the Education, Research, Health, Defense and Information Technology sectors, I bring extensive expertise in leading strategic initiatives and optimizing technology operations to drive impactful results. Throughout my career, I have specialized in establishing robust foundations for Information and Communications Technologies (ICT), managing IT Operations and advancing Critical Infrastructure Development.

Highlights of my achievements include:

- Leading transformative IT modernization projects for United Arab Emirates University and Sheikh Tahnoon Bin Mohammed Medical City, delivering operational efficiency gains of over 25% and achieving AED 15.3M in annual savings.
- Successfully designing and implementing secure and scalable IT systems, integrating advanced technologies such as AI, IoT and blockchain-enhanced solutions.
- Developing and executing business continuity and disaster recovery plans, ensuring operational resilience during challenging scenarios, including the COVID-19 pandemic.

My key skills include:

- Driving technology-enabled strategic business transformation
- Recruiting, developing, and retaining world-class technology leadership
- Establishing effective relationships for governance of projects and programs
- Implementing robust infrastructure, architecture and security
- Leveraging value from strategic acquired technologies

My strength lies in the following areas:

- | | |
|---|--|
| • IT Infrastructure Management | • Application Development & Deployment |
| • Technology Planning | • Information Security |
| • IT Governance & Auditing | • Cloud & Virtualization |
| • Finance and Budget Management | • Education & Research |
| • People Management (Staff & Vendors) | • Business Continuity - BIA, BCP & DR |
| • IT Procurement & Contracts | • Communication & Collaborations |
| • Program/Project Management | • IT Service Delivery & Monitoring |
| • EMR, EPR, EHR (CERNER-HIS, LIS, RIS) | • Innovation & New Technology (AI, RPA, ML, OCR & etc) |
| • CRM & ERP Software System (HR/FIN/SC) | • Customer / Client / Stakeholder Management |

In addition to my professional achievements, I possess a Bachelor of Information Technology (Information Systems) from Queensland University of Technology, Brisbane, Australia, supplemented by an array of certifications in IT governance (ISO 27001, COBIT, ITIL), cloud services (Azure, AWS) and project management (PMP, Agile, Scrum Master). This unique combination of academic knowledge, certifications and hands-on experience positions me as a forward-thinking leader who is committed to staying at the forefront of emerging technologies.

I am particularly drawn to this opportunity as it aligns with my passion for technology innovation and my proven ability to develop strategies that optimize processes, enhance customer satisfaction and drive measurable business outcomes. My recent recognitions as Global Ambassador (UAE) for the Global Council for Responsible AI (GCR AI) and Global AI Delegate (UAE) for the Global Alliance for Artificial Intelligence (GAF AI) reflect a deep commitment to advancing ethical AI adoption and shaping global digital governance. I view these honors not as accolades, but as platforms to champion responsible innovation, principles I strive to embed in every transformation initiative I lead. Joining your team would allow me to apply this ethos while delivering scalable, future-ready solutions and nurturing a culture of continuous improvement and operational excellence.

Thank you for considering my application. I would welcome the opportunity to discuss how my expertise and vision align with your organizational objectives and explore ways I can contribute to your success.


Yours sincerely,

Manmohan Singh

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EXECUTIVE RESUME



Manmohan Singh

MANMOHAN SINGH

Senior IT Manager

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Abu Dhabi, UAE

Professional Summary

Visionary IT Executive with 25+ years of leadership steering enterprise digital transformation, IT governance and enterprise modernization across education, healthcare, government and enterprise IT in the UAE and APAC regions. Proven record of directing multi-million-dollar initiatives, including university and hospital activations, clinic expansions, data center modernization and enterprise cybersecurity programs. Trusted advisor to boards and C-suites, recognized for aligning stakeholder priorities with strategic goals to deliver sustainable outcomes. Experienced in aligning IT frameworks with business goals, advancing AI-powered solutions and achieving operational excellence. Skilled at leveraging emerging technologies such as AI, blockchain and big data to deliver sustainable innovation and enterprise growth.

Key Achievements

Global Ambassador (UAE) for the Global Council for Responsible AI (GCRAI)

Global AI Delegate (UAE) for the Global Alliance for Artificial Intelligence (GAFAI)

Modernized IT Systems - Implemented digital solutions improving efficiency by 30% and learning outcomes 25%.

Multi-million-dollar digital transformation - Led STMC and UAEU campus projects, ensuring timely delivery and 100% operational continuity.

Integrated AI/ML Solutions - Streamlined workflows, reducing diagnostic errors by 20% and benefiting patient care.

Strengthened Research Compliance - Saving 850,000 AED annually by integrating REDCap to bolster security.

Key Skills

Collaboration & Communication	Visionary & Innovation	Mentoring & Supportability	Motivation & Influence
Policies Alignment & Auditing	Critical Thinking & Adaptability	Enterprise IT Strategies & Road Map Planning	ITSM, Change & Risk Management
Business Continuity & Disaster Recovery	Accountability, Testing, Quality & Prioritization	Cross-Functional Team Management	Architecting & Resilience Solutioning
Application Development & Deployment	Financial Planning & Budget Control	Stakeholder & Vendor Management	End-user experience & Management

Professional Experience

Sheikh Shakhbout Medical City (SSMC)

Abu Dhabi, UAE

Senior IT Manager - Education and Research Transformation

Sep 2021 –

Revitalized 20% of outdated systems and integrated digital solutions, achieving a 25% improvement in learning outcomes and a 30% increase in operational efficiency. Consultancy on governance, board advisory and technology strategy.

- Orchestrated a 16M AED digital transformation, enhancing patient engagement and reducing costs by 25%.
- Drove and implemented AI/ML solutions to streamline diagnostic workflows, improving clinical accuracy by 20%.
- Elevated research security and compliance through REDCap integration, saving 850,000 AED annually.
- Developed ITSM protocols to align IT with business objectives, BCP and DR plans, boosting efficiency by 30%.
- Enabled enterprise transformation of education and research IT infrastructure, increasing operational and policy compliance by 20% and streamlining governance.

Abu Dhabi Health Services Company (SEHA)

Senior IT Manager - Project Manager

Abu Dhabi, UAE

Nov 2019 – Sep 2021

Led high-impact healthcare IT projects, modernizing critical systems and enhancing clinical efficiency by 20%.

- Directed large-scale IT transformation initiatives across SEHA hospitals and clinics, reducing costs and improving service delivery by 15%.
- Executed IT activation for Sheikh Tahnoon Bin Mohammed Medical City (STMC) with a 60M AED budget, achieving a 25% efficiency gain with automation and smart hospital technology strategy guidance.
- Deployed SaaS-based Enterprise Print Service, cutting paper waste by 25% and saving 50M AED in hardware costs.
- Refined IT workforce allocation, saving 15.3M AED annually while maintaining service quality.
- Implemented Lincor Infotainment and Swisslog Automated Pharmacy solutions, enhancing pharmacy workflows and increasing efficiency by 25%.

Ambulatory Healthcare Services (AHS)

Senior IT Manager - Head of IT Operations and Infrastructure

Abu Dhabi, UAE

Feb 2010 – Nov 2019

Revamped IT operations and infrastructure, modernizing 50% of legacy systems and integrating advanced technologies to enhance efficiency and scalability.

- Enhanced IT operations and service delivery, achieving a 25% boost in operational efficiency and seamless digital transformation.
- Optimized data center operations, reducing costs by 20% and improving network efficiency by 40%.
- Delivered AI-driven radiology and facial recognition solutions, reducing diagnostic turnaround times by 30% and improving clinical workflows.
- Formulated and steered BCP/DR strategies with failover systems and redundancy measures, improving operational stability by 25%.
- Expanded healthcare access by establishing 15 new clinics, 4 visa screening centers, and mobile healthcare units, increasing patient reach by 25%.

United Arab Emirates University (UAEU)

IT Director - Infrastructure and Core Technologies

Al Ain, UAE

Feb 2006 – Feb 2010

Modernized IT infrastructure and enterprise architecture to align with institutional goals, improving efficiency by 20% and advancing research excellence by 25%.

- Spearheaded research network deployments and campus-wide technology optimizations, driving annual digital transformation by 10%.
- Pioneered the UAE National Research Network (Ankabut) enabling seamless access for UAEU researchers to Internet2 (USA) and Geant (EU), fostering global research collaboration and innovation.
- Implemented High-Performance Computing (HPC), boosting research capacity and data analytics capabilities by 40%.
- Managed a 30M AED IT budget, optimizing ERP, cybersecurity, and data resilience with 50% faster recovery times.
- Revamped the university data center, increasing infrastructure efficiency by 30% and supporting cutting edge academic research.

Ingram Micro Asia Limited

Senior IT Consultant

Singapore

Aug 2004 – Feb 2006

- Led data center transformations across APAC, optimizing resources and reducing costs by 35%.
- Developed business continuity and disaster recovery strategies, minimizing downtime by 40%.

ECS Computers Pte Ltd
Senior Engineer

Singapore
Aug 1999 – Aug 2004

- Managed IT projects across Asia-Pacific, delivering end-to-end solutions with a 95% on-time completion rate.
- Provided consultancy for data centers, security, and enterprise applications, improving system uptime by 30%.

Singapore Armed Forces (SAF)
Captain - Military Service

Singapore
Dec 1993 – Jun 1996

- Leadership Roles: Served in various leadership positions including Platoon Commander, Investigation Officer, Legal Defending Officer, Battalion Manpower Officer, and Company Commander.
- Supervised company with a focus on operational readiness, awarded for excellence in leadership and strategic operations.
- Awards for Excellence: Received multiple awards for excellence in service, like Best Recruit, Platoon Best Soldier, Best Company Award during Reserve National Service.

Education

Queensland University of Technology (QUT)
Bachelor of Information Technology (Information Systems)

Australia
Aug 1999

Certification

- Certified Project Management Professional (PMP)
- Certified Ethical Hacker (CEH)
- Certified Data Centre Design Professional (CDCDP)
- Certified Manager (CM)
- ITIL v4 Foundation - IT Service Management
- Certified Lean Six Sigma Yellow Belt (LSSYB)
- ISO 9001, 19011, 27001 Lead Auditor
- Securiti Certified Data Security Posture Management
- Certified Scrum Master (CSM)
- Certified Scrum Product Owner (CSPO)
- Securiti Certified AI Security & Governance
- Securiti Certified Privacy Ops
- Sun Certified Programmer (SCJP)
- Sun Certified Java Developer (SCJD)
- Sun Certified Solaris Admin (SCSA)

Technical Skills

- **Frameworks & Standards:** ITIL, ITSM, COBIT, ISO, HIPAA, GDPR, Six Sigma
- **Cloud Platforms & Data:** AWS, Microsoft Azure, Google Cloud, Big Data, Data Lake, Data Warehousing
- **Emerging Tech:** Blockchain, AI, RPA, ML, IoT
- **Enterprise Systems:** Oracle, SAP, Cerner, EPIC, EMR, CRM, CAFM
- **Programming & Development:** Python, Java, C, C++, C#, No-Code/Low-Code
- **Project Management Methodologies:** SDLC, Waterfall, Agile, Scrum, Hybrid, DevOps
- **Project & Analytics Tools:** MS Project, JIRA, Monday.com, Power BI, Tableau, Predictive Analytics, SPSS, JMP
- **Infrastructure Platform:** Windows, MacOS, Linux, Solaris, Docker, Kubernetes, VMware, Citrix ,HPC

Languages and Interest

English (Fluent) | Malay (Fluent) | Hindi (Fluent) | Punjabi (Fluent)

Passion for emerging technology , soccer and traveling



DETAIL RESUME



Manmohan Singh

MANMOHAN SINGH

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Pursuing Executive Leadership in Enterprise IT Strategy, Digital Transformation & Innovation

Open to Senior Manager, CTO, CIO, VP or Director-Level Roles

Professional Summary

Strategic IT leader and emerging tech advocate with over 25 years of experience steering digital transformation across healthcare, education and government sector. I specialize in translating ambitious tech visions into practical, impactful outcomes, leveraging AI, automation and intelligent systems to build smarter, faster and more resilient organizations. From leading national healthcare IT activations to launching AI-powered diagnostics and reinventing research infrastructure, I focus on what delivers meaningful change. I design technology roadmaps aligned with enterprise strategy, build and mentor high-performing teams and adopt proven tools, never just trends to unlock business value. I believe technology is a tool, people are the difference. Innovation only works when it's grounded in real needs, executed with the right talent and guided by long-term thinking.

Key Achievements

- **Global Ambassador (UAE)** for the Global Council for Responsible AI (GCRAI)
- **Global AI Delegate (UAE)** for the Global Alliance for Artificial Intelligence (GAFAI)
- **Modernized IT Systems** - Implemented digital solutions improving efficiency by 30% and learning outcomes 25%.
- **Multi-million-dollar digital transformation** - Led STMC and UAEU campus projects, ensuring timely delivery and 100% operational continuity.
- **Integrated AI/ML Solutions** - Streamlined workflows, reducing diagnostic errors by 20% and benefiting patient care.
- **Strengthened Research Compliance** - Saving 850,000 AED annually by integrating REDCap to bolster security.

Core Competencies

Architecting & Resilience Solutioning	ITSM, Change & Risk Management	Policies Alignment & Auditing	Visionary & Innovation
Enterprise IT Strategies & Road Map Planning	End-user experience & Management	Stakeholder & Vendor Management	Collaboration & Communication
Business Continuity & Disaster Recovery	Accountability, Testing, Quality & Prioritization	Cross-Functional Team Management	Mentoring & Supportability
Application Development & Deployment	Financial Planning & Budget Control	Critical Thinking & Adaptability	Motivation & Influence

Professional Experience

Since Sept 2021: **Sheikh Shakhboub Medical City, Abu Dhabi | www.ssmc.ae**
Senior IT Manager - Education and Research Transformation

Achievements:

Revitalized 20% of outdated systems and integrated digital solutions, achieving a 25% improvement in learning outcomes and a 30% increase in operational efficiency. Consultancy on governance, board advisory and technology strategy.

- **Major Transformations:** Delivered transformation projects valued at **16 million AED**, including Oracle Fusion, Patient Infotainment Systems, Menu Logistics Patient Meal Ordering and Diet Planning System, Managed Print Services, Digital Signage and Video Walls, network and end-user systems upgrades, enhancing patient engagement and reducing costs by 25%.
- **Strategic IT Leadership:** Supported the Dean of Education and Dean of Research by providing IT expertise and developing IT policies. Reengineered education and research IT infrastructure, increasing policy compliance by 20% and streamlining governance.
- **IT Service Management:** Developed and led the ITSM strategy, ensuring compliance and continuous improvement across the entire ITSM lifecycle. Monitoring compliance of ITSM policies and processes. Developed ITSM protocols to align IT with business objectives, BCP and DR plans, boosting efficiency by 30%.
- **Research Contributions:** Pioneered REDCap integration within the research framework, saving 850,000 AED annually and enhancing data management. Enrolment of SSMC in the REDCap consortium.
- **AI & Machine Learning:** Drove and implemented AI and machine learning solutions (AiDocs, MDBrain), expediting and improving clinical diagnostics accuracy by 20% and improving research data management, increase productivity, enhancing data security align with regulatory compliance (HIPPA/GDPR).
- **Change Management:** Instituted change management processes, including awareness campaigns, communication, and training materials, leading to effective project support.
- **Efficiency Improvements:** Strategically aligned departmental KPIs with the Balanced Scorecard, enhancing performance and accountability.
- **Vendor Management:** Established a structured IT partner/vendor management process, ensuring effective service delivery and quarterly SLA reviews.
- **Team Leadership:** Managed the hiring, training, development, and evaluation of department managers and project leads, fostering a high-performance culture.

- **Business Relationship Management:** Designated as the Business Relationship Manager for the Education, Research, Readiness & Continuity and Protective Services departments.
- **IT Business Continuity:** Developed and served as the focal point for the IT Business Continuity and Disaster Recovery Plan, crafting policies and procedures.
- **Simulation Center Implementation:** Led the IT implementation for SSMC Simulation Center, enhancing clinical readiness and education programs.
- **Training Programs:** Spearheaded the IT Department Training and Education Program, planning the roadmap and budget for educational training. Established the foundation of the instructional design team and tools to support the Education Shield.
- **Technology Implementation:** Set up and deployed the Clarum environment for the Neurology Study registry and revamped the Clinical Trial Unit's registry with SharePoint Forms and Power BI Dashboards.
- **Patient Experience:** Implemented the Infotainment solution at SSMC, introducing automation and AI modules, enhancing patient experience and satisfaction by 25%.
- **Green Initiatives:** Deployed Manage Print Services to **reduce printing and paper waste**, supporting the Go Green program.

Role and Duties:

- Acted as a Strategic Advisor, working with senior leadership to support educational, research and IT initiatives.
- Serving as a Subject Matter Expert and Managing Education and Research IT solutions.
- Supported budget preparation, procurement and presentations for Education & Research Shield and IT initiatives.
- Directed IT functions for business and support units, providing solutions aligned with business plans.
- Oversaw all IT services, collaborating with service delivery managers across clinical services, business applications and infrastructure. Responsible for the design, planning, implementation and enhancement of IT services to meet business requirements.
- Managed IT contracts with vendors and handled license management.

Nov 2019–Sept 2021: **Abu Dhabi Health Services Company (SEHA), Abu Dhabi | www.seha.ae**
Senior IT Manager - Project Manager

Achievements:

Led high-impact healthcare IT projects, modernizing critical systems and enhancing clinical efficiency by 20%.

- **Major IT Project Leadership:** Directed the IT activation of Sheikh Tahnoon Bin Mohammed Medical City (STMC) in Al Ain, building the IT technical team, procuring equipment and managing deployment and operations with a budget of 60 million AED.
- **Technology Innovation:** Spearheaded the implementation of Lincor Infotainment and Swisslog Automated Pharmacy solutions, enhancing pharmacy workflows and increasing efficiency by 25% and enhancing operational efficiency at STMC.
- **Cost Optimization:** Reorganized and optimized the IT headcount by 7% during SEHA IT Regionalization, saving 15.3 million AED annually in manpower budget while maintaining service quality.
- **Deployed SaaS-based Enterprise Print Service Efficiency:** Led the implementation of Enterprise Manage Print Service across SEHA, optimizing printing operations across 10 hospitals and 60 clinics, resulting in 25% savings in paper consumption and 50 million AED in hardware costs through leasing and OPEX model.
- **Governance and Process Improvement:** Championed the formation of workflow processes and the platform for PMO & Governance, driving organizational efficiency.

Role and Duties:

- Directed the IT activation and operational readiness at STMC with automation and smart hospital technology strategy guidance.
- Managed the IT technical team and coordinated the procurement and deployment of equipment.
- Oversaw the implementation of technology solutions to improve operational efficiency and patient experience.
- Led the regionalization and optimization of IT headcount, ensuring efficient resource allocation.
- Implemented enterprise-wide print management services to reduce costs and improve sustainability.
- Developed and enforced IT governance frameworks, processes, and platforms for effective project management and service delivery.

Feb 2010–Nov 2019: **Ambulatory Healthcare Services, Abu Dhabi | www.seha.ae**
Senior IT Manager - Head of IT Operations and Infrastructure and IT Projects

Achievements:

Revamped IT operations and infrastructure, modernizing 50% of legacy systems and integrating advanced technologies to enhance efficiency and scalability.

- **COVID-19 Response:** Successfully deployed Covid drive-through screening tents and field hospitals.
- **AI and Security Solutions:** Launched advanced AI-based radiology and facial recognition solutions, reducing diagnostic turnaround times by 30% resulting in improving clinical workflows and enhancing Visa Screening security protocols
- **Optimized data center operations:** Reducing costs by 20% and improving network efficiency by 40% by seamless migration to MPLS and enhancing system reliability.
- **Business Continuity Planning and Disaster Recovery:** Formulated BCP/DR strategies with failover systems and redundancy measures, improving operational stability by 25%. Orchestrated business continuity and disaster recovery plans, implemented a new datacenter, ensuring operational stability and critical incident response.
- **Healthcare Reach Expansion:** Successfully launched 2 mobile clinics, 1 mammography clinic and 1 Visa Screening mobile center, equipped with VSAT, Mobile Data, passive network connectivity and ensuring operational excellence with increasing patient reach by 25%.

- **Clinic IT Activation:** Executed IT activation for 15 new clinics for Ambulatory Healthcare Services, SEHA, ensuring operational readiness.
- **Pharmacy Automation:** Rolled out BD Rowa Automated Pharmacy Solutions in 2 clinics, enhancing medication management by 28%.
- **Vendor Management:** Achieved 50% savings on vendor support contracts by negotiating prices, maintaining SLA & KPIs and introducing fixed price agreement contracts for cabling and printing.
- **Comprehensive Leadership:** Assumed full duties as CIO, Application, Operation, and Service Desk Manager during colleagues' absences.

Role and Duties:

- Fore fronted operations as Strategic Advisor on Infrastructure and Operation for AHS Clinics, Disease Prevention & Screening Centers (DPSCs) and Head Office.
- Headed the IT functions for all business and support units, providing IT solutions aligned with the business plan.
- Led the Infrastructure and Operation Group, including Network, Windows Server, Security and Telecommunication Teams.
- Managed data center infrastructure setup, enhancement and management.
- Supported Clinical HIS (Cerner) and PACS Infrastructure, mobile clinics and mobile teams.
- Oversaw the implementation of IT solutions for 50 public health clinics, 123 public school clinics, 3 mobile clinics and occupational health clinics using Cerner's solution.
- Administered business-critical systems and enterprise client support and network services.
- Provided mission-critical systems support, including collaboration tools, file and print services and enterprise database platforms.
- Recommended and managed the hiring, training, and development of department managers and project leads.
- Actively participated in the AHS IT Management Team, providing input on operations and infrastructure.
- Upgraded IT infrastructure for HIS, LIS, RIS, and Bio Medical equipment, ensuring compliance with regulatory standards (HAAD & JCIA).

Feb 2006–Feb 2010: **United Arab Emirates University, Al Ain, UAE | www.uaeu.ac.ae**
IT Director - Infrastructure and Core Technologies

Achievements:

Modernized IT infrastructure to align with institutional goals, improving efficiency by 20% and advancing research excellence by 25%.

- **Innovation & Transformation:** Spearheaded research network deployments and campus-wide technology optimizations, driving annual digital transformation by 10%.
- **Research Network Implementation:** Pioneered and actively contributed to implementing and managing Ankabut (UAE's National Research and Education Network), linking with Internet 2 (USA) and Geant (Europe) to facilitate international cooperation.
- **High-Performance Computing:** Spearheaded the setup and deployment of an 8 teraflop Sun Microsystems grid computer in the College of IT. Implemented High-Performance Computing (HPC), boosting research capacity and data analytics capabilities by 40%.
- **Campus Infrastructure Development:** Planned, designed and architected the IT infrastructure for the new UAE University Maqam campus, ensuring seamless operations during the migration of students, faculty and staff.
- **New Campus IT Support:** Led the complete IT development for the new Falaj Hazza campus, including network, server and telecommunication support for the College of Science and new PhD program.
- **Data Center Development:** Developed and maintained a new data center for the SunGard ERP (IBIS) project, including application rollout and support. Revamped the university data center, increasing infrastructure efficiency by 30% and supporting cutting edge academic research.
- **Modernized IT Systems:** Led the UAE University IBIS modernization project, integrating SunGard's Banner platforms.
- **Network Infrastructure Optimization:** Reshaped and fine-tuned the network infrastructure to support the ERP project, including server consolidation with Extreme Server Farm Switch BD8810.
- **Data Backup and Recovery:** Revolutionized data backup and recovery processes, reducing recovery times by 50% and enhancing data resilience through EMC SAN solutions.
- **Cybersecurity Enhancements:** Established cybersecurity measures across the network, implementing new firewalls and IDS aligned with global data security standards.
- **Procurement Efficiency:** Led the transformation and implementation of the IT Direct Purchasing committee, resulting in a 35% faster procurement cycle time.
- **Operational Efficiency:** Improved efficiency, lowered costs, and delivered progressive quality and service across all IT operations.

Role and Duties:

- Acted as Strategic Advisor for the Infrastructure and Core Technologies Group (ICT), overseeing Network, UNIX & Windows Server, Security and Telecommunication teams within University Information Technology Services (UITS).
- Led strategic technological planning to achieve goals by prioritizing technology initiatives and coordinating the evaluation, deployment, and management of current and future technologies.
- Planned and managed the annual IT Capital and Opex budget (30 million AED) to support all IT projects and services.
- Recommended appropriate purchases of hardware, software and services for enterprise mission-critical applications.
- Managed business-critical systems and enterprise client support & network services.
- Oversaw the university's WAN, campus LANs (wired and wireless), Active Directory Infrastructure, Enterprise UNIX Platforms and Helpdesk.
- Administered university-wide mission-critical systems, including collaboration tools, file and print services and enterprise database platforms for student and business information systems.
- Implemented tools and best practices in the Applications Development Lifecycle across all enterprise platforms.
- Served as Program Manager for multiple projects, facilitating resource assignments and coordinating with technical and functional staff.
- Managed the entire IT Service Management (ITSM) lifecycle, ensuring compliance with ITSM policies and processes.

- Served as the first point of escalation for resolving service issues/complaints from students, faculty, staff and others.
- Managed vendor relations, negotiated contracts, and monitored resource utilization and performance measures.

Aug 2004–Feb 2006: **Ingram Micro Asia Limited, Singapore |sg.ingrammicro.com**
Senior Consultant

Achievements:

Modernized IT infrastructure with Data Center Transformation to align with institutional goals and instilling Business Continuity Planning (BCP) & Disaster Recovery (DR), improving efficiency and readiness by 35 - 40%.

- **Data Center Transformation:** Led data center transformation operations across APAC, driving cost reduction and resource optimization by 35% through advanced data management practices and scalable storage solutions.
- **Business Continuity Planning (BCP) & Disaster Recovery (DR):** Orchestrated BCP and DR strategies for key clients, reducing operational disruptions minimizing downtime by 40% and improving IT resilience through effective risk mitigation.

Role and Duties:

- Provided consultancy and professional services engagement for data center operations.
- Implemented advanced data management practices and scalable storage solutions to optimize resources.
- Developed and executed business continuity and disaster recovery strategies for key clients.
- Led strategic technological planning to achieve goals by prioritizing technology initiatives and coordinating the evaluation, deployment and management of current and future technologies.

Aug 1999–Aug 2004: **ECS Computers Asia Pte Limited, Singapore**
Senior Engineer

Key Achievements:

Project management, consultancy, training and development support across Asia Pacific with expansion of customer based by 25% and 100% customer satisfaction.

- **Project Management:** Led end-to-end project management for key client implementations across Asia-Pacific, consistently meeting objectives.
- **Training & Development:** Developed and customized courses and supported government-funded training programs for Asia Pacific regions. Served as an Authorized Instructor for Java, Solaris, Sun One Servers and IBM Application Server.
- **Consultancy Support:** Delivered consultancy support to the Professional Service Team, providing both pre and post-sales support on servers, programs and infrastructure.

Role and Duties:

- Managed project implementations for key clients across the Asia-Pacific region.
- Provided consultancy support to the Professional Service Team.
- Delivered pre/post-sales support on servers, programs and infrastructure.
- Developed and customized training courses and supported government-funded training programs.

National Service

Dec 1993–Jun 1996: **Singapore Armed Force (SAF) as Captain**
Infantry and Manpower Officer at First Singapore Infantry Regiment (1 SIR)

Achievements:

- **Leadership Roles:** Served in various leadership positions including Platoon Commander, Investigation Officer, Legal Defending Officer, Battalion Manpower Officer, and Company Commander.
- **Awards for Excellence:** Received multiple awards for excellence in service, including:
 - Best Recruit, Platoon Best Soldier, Best Company Award during Reserve National Service

Role and Duties:

- Officer-in-Charge (OC) of Bravo Company.
- Led and managed infantry and manpower operations within the regiment.
- Developed and executed strategic plans for training and operations.
- Coordinated and supervised the activities of soldiers, ensuring mission readiness and operational effectiveness.

Education

- **Bachelor of Information Technology (Information Systems)** from Queensland University of Technology, Australia

Awards & Recognition

- Sheikh Khalifa Excellence Award (SKEA) Gold Award
- Cerner Middle East User Group – Achievement & Innovation in Physician Experience
- Cerner Middle East User Group – Achievement & Innovation in Patient Care Delivery
- Arab Health Award for Excellence in Electronic Health Record
- SEHA AHS JCIA Network Accreditation (2012 & 2015)

Professional Affiliations

- Global Ambassador (UAE) for the Global Council for Responsible AI (GCRAI)
- Global AI Delegate (UAE) for the Global Alliance for Artificial Intelligence (GAFAI)
- Active member of SSMC Business Continuity and Disaster Recovery Team(IT)
- Active member of SSMC Hospital Incident Command System Team
- IT Activation Lead and project Manager for New Al Ain Hospital
- New Ambulatory Healthcare Centers Committee Member for IT Works
- PACS Solution Committee Member for DPSC
- New Campus Transition Committee Leader for IT
- Vice-Chairman of Direct Purchasing Committee
- Chairman of Tender Evaluation Committee (IT)
- Healthcare Center Transition Committee IT Member

Certifications

- Certified Manager (CM), Institute of Certified Professional Managers
- Certified Project Management Professional (PMP)
- Certified Scrum Master (CSM)
- Certified Scrum Product Owner (CSPO)
- Certified Data Centre Design Professional (CDCDP)
- Certified Ethical Hacker (CEH)
- Certified ITIL v4 Foundation - IT Service Management
- Sun Certified Java Developer
- Sun Certified Java Programmer
- Sun Certified Systems Administrator for Solaris 9
- Sun Certified Instructor: Java Developer, Programmer, Solaris 8 & 9
- Certified Lean Six Sigma Yellow Belt (LSSYB)
- Certified ISO 9001, 19011, 27001 Lead Auditor
- Securiti Certified Data Security Posture Management
- Securiti Certified AI Security & Governance Certified
- Securiti Certified Privacy Ops Certified
- Sun One Certified Instructor for Sun One Application Server 7.0
- Netscape Certified Instructor for NAS 4.0 (E-Commerce)
- iPlanet Certified Instructor for iPlanet E-Commerce Suite Products
- IBM Certified Instructor WebSphere Application Server 4.0
- SunGard Luminis Platform System Administration
- BEA Weblogic Server Administrator

Projects

- **Healthcare Facility Expansion:** Established 15 new healthcare facilities under Ambulatory Healthcare Services, leading to increased revenue and community reach.
- **Migration Projects:**
 - Migrated 7 SKMC Family Medical Centers and 2 Dental Centers to Ambulatory Healthcare Services.
 - Transitioned 2 Mafrq Hospital Family Medical Centers to Ambulatory Healthcare Services.
 - Converted 3 Al Ain Hospital Family Medical Centers to Ambulatory Healthcare Services.
 - Integrated 2 Tawam Hospital Family Medical Centers and 1 Dental Center to Ambulatory Healthcare Services.
- **Visa Screening Centers:** Launched 4 new visa screening centers across Abu Dhabi Emirates.
- **Healthcare Centers for External Agencies:** Developed healthcare and screening centers for Etihad Airline, ZHO, and Adveti.
- **IT Infrastructure Project:** Directed the implementation and management of server/network solutions using IBM Tivoli in UAEU.
- **Blade Server Technology:** Introduced virtualization with Blade Server Technology in a new data center for SunGard Higher Education Solutions.
- **Network Security:** Evaluated and deployed IPS hardware and Tipping Point security for UAEU.
- **Server Infrastructure Consolidation:** Consolidated server infrastructure on SUN hardware and Sun Solaris.
- **ERP Optimization:** Optimized applications on SUN Servers for the IBIS ERP project.
- **Banner Support:** Provided application and infrastructure support for Banner (Student, Finance, and Human Resources).
- **Firewall and VPN Upgrade:** Led the initiative to revamp and upgrade the firewall and VPN infrastructure in UAEU and AHS.
- **E-Commerce Infrastructure:** Spearheaded the installation of e-commerce infrastructure for a customer proof of concept center.
- **Spearheaded the Oracle and SUNONE Deployment E-Commerce and E-Learning Project:**
 - Installed Oracle 8i on Solaris 8 for National Computers Systems (NCS). Deployed SUNONE Application Server 6.5 and Web Server on Solaris 9 for NCS.
- **Website Development:**
 - Created the Temasek Green Society website using Microsoft FrontPage 98. Developed the CNL Technologies Pte Ltd website.
- **Java Projects:**
 - Developed an in-house class evaluation survey for ECS Training Division. Developed and defended the Fly by Night Java project for Java Developer Certification.
- **Software Projects:**
 - Developed various software projects, including an Accounting Year Close system using Visual Basic, a Library Borrowing System using Visual C++, a Guessing Number Game using Borland C, and an Inventory System for Pine Valley Furniture Company using Oracle Developer 2000.
 - Developed a flight booking system using SAP. Created a multimedia presentation project using Authorware.
- **System Analysis and Design:** Conducted system analysis & design for Eastern General Hospital.
Developed an accounting system using Visual Basic / Crystal Reports.

Technical Skills

Frameworks & Standards	:	ITIL, ITSM, COBIT, ISO, HIPAA, GDPR, Six Sigma
Cloud Platforms & Data	:	AWS, Microsoft Azure, Google Cloud, Big Data, Data Lake, Data Warehousing, Blockchain Master-Data-Management Architecture, Data Governance, Emerging Tech(AI, RPA,ML,LML,IoT)
Infrastructure Platform	:	Windows, MacOS, Linux, Solaris, Docker, Kubernetes, VMware, Citrix ,HPC
Programming Languages	:	Java, Python, No-Code/Low-Code, C, C++,C#, Visual Basic, Perl CGI Programming, ABAP/4 Programming of SAP/R3 System, Oracle Developer 2000, Forms, Reports, Java Script, COBOL, BASIC
Databases	:	SQL, Oracle, MYSQL,DB2, MS Access, FoxPro, Dbase, EMR (Cerner, EPIC), CRM, CAFM
Project	:	MS Project, JIRA, ClickUp, Asana, Zoho Projects,Monday.com, Power BI, Tableau
Databases	:	SQL, Oracle, Cerner, EPIC, EMR, MYSQL,DB2, MS Access, FoxPro, Dbase
Development Software	:	SunOne Studio, Websphere Studio, JDeveloper, NetBeans, Symantec Visual Cafe
Office Software	:	Microsoft Office MS Word, Excel, Access, PowerPoint, Publisher, FrontPage and Star Office 6.0/7/0
Graphics Software	:	CorelDraw, Paint Brush, Paint Shop Pro Version 4, 5,Photoshop, AutoCAD LviewPro and Authorware
Research Software	:	REDCap, Clarum, White Rabbit Scan, Honeur, Python, R, Predictive Analytics, SPSS, JMP

Soft Skills

- **Leadership & Management:** Lead by Example, Governance, Strategy Formulation, Business Acumen, Vendor Contracts & Relations Management, Business Goals Negotiation Skills & Mitigation Strategies, Team Building & People Management, Resource planning & management , Staff Development, Mentorship, Client Management , Customer Satisfaction, Computer Science and Literacy programs, Up skilling programs
- **Analysis & Planning:** Business Analysis, Information Gathering, Portfolio/Program/Project Management(Predictive, Agile & Hybrid), DevOps, Project Planning (Infrastructure/Application), Resource Planning, Capacity Planning, Budget Planning (Capex/Opex), Capital Expenditure monitoring, Cost Saving and ROI, Financial Reporting, Dependency Management, Risk Management, Preparation of RFI,RFP, Contract Documents, Policies and Procedures formation, Asset Management
- **Technical & Operational:** IT Infrastructure(Architecture & Readiness),Program and Project Management(Concept/Tools & Service), Information Lifecycle Management, Database management (SQL & NoSQL), Data Modeling, Data Management, Data Analytics, Compliance Reporting, Quality Control, Incident Management, Problem Management, Service Request Management, Change Control, Programming, Documentation and Compliance, Helpdesk, Digital Transformation, Backup & Recovery, IT Security
- **Innovative Technologies:** Blockchain Technology, Big Data Technologies, Data Lakes, Data Warehousing, Apache Hadoop, Spark, Machine Learning, Artificial Intelligence, Deep Learning, Metaverse, Virtual reality (VR), Augmented reality (AR), Innovation Programs, Digitization , Automation
- **Soft Skills:** Presentation Skills, Negotiation Skills, Analytical Skills, Attention to Detail, Organized, Financial Oversight and Planning skills, Time Management, Organization Skills, Interpersonal Skills, Communication & Collaboration Skills, Adaptability, Reliability, Strategic Thinking, Conflict Resolution, Continuous Learning

Personal Information

Languages	:	English (Fluent) Malay (Fluent) Hindi (Fluent) Punjabi (Fluent)
Hobbies	:	Passion for emerging technology, soccer and traveling