Ziad Elaridi

IT Manager | Digital Banking & Core Systems | Enterprise Technology Leadership
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PROFESSIONAL SUMMARY

Strategic IT Manager with more than 25 years of experience across digital transformation, core banking systems, and service delivery in the Australian banking and fintech sectors. Skilled in building high-performing teams, setting KPIs, managing multi-stream delivery, and strengthening operational resilience for environments supporting millions of secure transactions.
Proven expertise in Finastra Equation, Varicent ICM, digital banking ecosystems, and enterprise system integrations. Recognised for aligning technology strategy with business goals, modernising platforms, and uplifting operational maturity. Seeking an IT leadership role in the UAE to drive technology transformation and operational excellence across enterprise banking environments.

CAREER HIGHLIGHTS

- Received the Innovation in IT Delivery Award for leading the seamless Delphi Bank migration to Bendigo Bank with zero customer disruption.
- Received the Being Bigger Better Award for the end to end rebrand and technology uplift from Bank of Cyprus Australia to Delphi Bank.
- Delivered Digital Play a next generation digital banking platform that improved user experience and operational efficiency.
- Directed Equation Branch Automation and ATM VISA Fee Optimisation initiatives achieving major cost and accuracy improvements.
- Improved MTTR by 40 percent and increased service uptime to 99.9 percent through governance and process optimisation.

PROFESSIONAL EXPERIENCE

Senior Business Analyst and Application Lead | Bendigo Bank | May 2022 – Present
Lead enterprise digital and system initiatives across Finastra Equation and Varicent ICM supporting thousands of users.
- Mentor and coach junior analysts improving technical capability.
- Managed workload prioritisation, delivery timelines and release readiness, increasing on time delivery of initiatives by 23%.
- Improved operational efficiency by 15% through compensation plan optimisation.
- Increased incentive program performance by 20% using advanced analytics.
- Achieved 99.9% uptime through service delivery oversight and strengthened incident management.
- Streamlined enterprise change management improving release quality and reducing regression issues by 32%.

Software Engineer | Bendigo Bank | Oct 2017 – Apr 2022
Delivered core banking enhancements migration protocols and system integrations across national transformation programs.
- Contributed to planning and prioritisation across agile delivery teams.

- Reduced data migration errors by 40% through structured mapping and quality controls.
- Lifted UAT and production success rates to 95%.
- Improved project completion rates by 20% through better IT and business collaboration.
- Supported a culture of innovation and continuous improvement within IT.

IT Manager | Delphi Bank (Division of Bendigo Bank) | May 2014 – Sep 2017
Led IT operations infrastructure and support for digital banking, card systems and core banking platforms. Managed internal teams, vendors and enterprise service delivery.
- Set KPIs for incident response and system availability, contributing to a 25% improvement in incident resolution performance and sustaining 99.9% system availability.
- Directed project delivery across digital and transformation programs.
- Oversaw vendor SLA performance and contract governance.
- Managed resource allocation and prioritisation across BAU and projects.
- Delivered a 30% improvement in system interoperability.
- Strengthened security risk mitigation and compliance across enterprise platforms.

Systems Analyst | Delphi Bank (formerly Bank of Cyprus Australia) | May 2007 – Apr 2014
Supported core systems digital banking and card platforms including upgrades maintenance and operational assurance.
- Coordinated cross department work during upgrades DR testing and deployment cycles.
- Maintained 99.9% uptime for mission critical banking systems.
- Delivered successful Equation upgrade from 3.42 to 3.90 improving functionality and speed.
- Led disaster recovery testing and continuity planning protecting customer data and operations.

CORE SKILLS

- Technology and Banking Systems: Finastra Equation, Equation Branch Automation, BankFusion, Varicent ICM, Card Management and Digital Banking Platforms.
- Leadership and People Management: Team Leadership, Coaching and Development, Workload and Resource Management, Cross Functional Delivery.
- Service Delivery and Operations: Incident Management, Change Governance, Operational Resilience, Vendor Management, Business Continuity and Risk.
- Systems and Data: SQL, iSeries/AS400, System Integration, Data Migration, Reporting and Analytics.
- Process Optimisation, Efficiency Uplift, Innovation Adoption, Enterprise Project Delivery.

EDUCATION AND PROFESSIONAL DEVELOPMENT

- Bachelor of Computer Science | University of Technology Sydney
- Certificate IV in Frontline Management | Locher Human Resources
- Diploma of Business Programming | Computer Power Training Institute
- AgilePM® Foundation | The Knowledge Academy
- Advanced Leadership Skills | Integro Leadership Institute
- IBM iSeries/AS400e Programming Facilities & RPG IV Workshop | IBM Australia

PROFESSIONAL AFFILIATIONS

- Member of Australian Computer Society (ACS)
- Member of Project Management Institute (PMI)