

Syed Aliuddin Ahmed

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Profile

IT Project Manager with 23 years' successful track record of managerial roles in Information Technology. Expertise in IT Project Management, lead in project initiation, planning, monitoring, implementations and post implementation aspects of the deployed systems, Analyzing Information, , Data Centre Management, IT Budgeting, Problem Solving, Staffing, Coordination, Strategic Planning, Quality Management, Allocation of resources. Strong technical background combined with and a flair for developing creative solutions.

- Planned & Managed Deployment of business applications for Retail & Wholesale businesses.
- Accomplished launching of B2B and B2C Portals for Medium & Small size business.
- Monitor and control defined time schedules, Procurements, Vendor Management, Contract Evaluation, Negotiations, Risk Management, and Software License Compliance.
- Documentation of up-to-date project progress, Software Licensing details, IT Policies and procedures, Plans & budget, SLAs, Job descriptions, Training materials, Support agreements, supplier contacts, Vendor agreements, warranties.

Key Skills

- **Problem Solving** – Creative and logical thinker, acts quickly and efficiently to resolve unexpected difficulties with technical understanding.
- **Project Management** – Managed full scope of end-to-end delivery of IT projects, includes planning, designing, proactively monitoring overall progress, resolving issues and initiating corrective action as appropriate.
- **Risk Management** – Proven experience in managing risks and issues, including change control and the development of contingency plans.
- **Business Process Modelling/Re-engineering** – Exceptionally tenacious with a talent for introducing processes to continually move the business forward.
- **Organization and Time Management** – Prioritizes schedules and coordinates workload, able to multi-task and manage time effectively.
- **Relationship Management** – Deals effectively at all levels with all stakeholders across the business.

Professional Experience

IT Manager - Bayanat AlSahab for IT Systems Jeddah

June 2021 – till date

- Currently delivering my services as the IT Head at Bayanat AlSahab IT Systems Company also known as Data Cloud IT Systems Co. Established local data center, acquired best fit ERP after evaluating various solutions. Established BO processes for seamless business continuity.
- Acquired trading platform for the real-time trading of Pure Gold through Desktop, Web and Mobile versions of the platform solution. Optimized the platform to cater a strong and risk-free business solution for pure gold trading.
- Extensively engaged in providing unique solution as a white label for trading and capital companies to easily adapt the platform for trading in pure gold.

Group IT Manager - Arab Sign Group Jeddah**March 2020 – May 2021**

- Arab Sign is a Jeddah based group having its activities in diversified business sectors ranging from integrated engineering solutions comprising of electrical infrastructure, electromechanical projects, electrical control systems, smart home solutions and home and commercial solar systems. Other trading under Arab Sign group's umbrella includes Taif Umrah co, Eazytrip Travel & Tourism Co and Sign Logistics Co.
- **Eazytrip.com** - Have utilized my experience and skills in the development phase of Eazytrip.com , a proposed OTA for Eazytrip Travels & Tourism co. Along with the outsourced companies ,Shaped up the complete web and mobile solution development, Backoffice requirements, Solutions for Contact Center and related requirement, Payment Gateway integration and testing etc.

IT Manager - Saudi Fund Contracting Est. Jeddah**November 2017– February 2020**

- Spearheaded IT projects, Planned, Designed & implemented solutions that improved reliability and enhanced efficiency for the future growth.
- Initiated, Launched and Managed E-Commerce portals for online pharmacy, Tunisian handcraft, automotive spare parts. Beauty & Cosmetics products foreign manufacturers.
- Motivate project team to adhere to the developed project plan.
- Controlled projects timeline with clearly defining and sequencing of development activities, time estimation of the activity, development and maintaining of project schedules.
- Managed IT budget to ensure profitability of the business is maximized and provided regular reports on spend and projections.
- Implemented cost effective and time efficient business processes and procedures.
- Maintaining documentation with comprehensive reports detailing all stages of the projects.
- Organize sessions with project team and stakeholders to analyze the progress of the project.
- Works closely with solution vendors to monitor the development on a regular basis.

IT Manager - Global Destinations Solutions Jeddah October 2010 - October 2017

- Led investigations into business processes, functions, and information flows and data structures. Defined improvements whilst evaluating potential solutions based on the impact across the organization.
- Facilitated project delivery through a culture of continuous improvement, acted as a champion for driving day-to-day process improvement.
- Planned & Supervised Integration of Amadeus E-Power , Amadeus Consolidator, Galileo Web Services for You Travel & Tourism Co.'s B2C and B2B Web Portals.
- Designed and Launched Web based booking portal for Luxury Limo Service.
- Planned and launched multiplatform online bullion trading solution for gold traders, Manufactures, Jewelers and Individuals to perform bullion trading on a real time.
- Designed & Established Local Data Canter to serve multiple business entities, Services and Solutions.
- Designed, Implemented and managed 25 seats contact center enhancing KPI performance service through the contact center – customer delight objectively increased. Acquired Back office solutions after analyzing business needs and requirements.
- Detailed presentation of the proposed and acquired applications, technology and solutions to the management and staff members.

- Steered interface between the customer and company technology, by providing consistent focus on creating, supporting, articulating business problems into formal business and functional requirements, winning lasting relationships with stakeholders both internally and externally.
- Managed all phases of the project lifecycle from inception through implementation while ensuring business objectives are delivered with high quality and within targeted time frames.

IT Manager - Damas Saudia – Jeddah

August 2006 - September 2010

- Planned and Supervised Data Centre Setup, VPNs for countrywide spread outlets, Ensured readiness of remote locations through procedural setup within the scheduled timeframe.
- Led teams to implement changes to processes associated with the introduction of new technology.
- Supervised procurement and delivery of required IT assets and third-party services.
- Selection of hardware and service vendors based on organization's predefined scrutiny standards.
- Reduced subscription cost by negotiating prices with suppliers on software and services.
- Controlled IT Assets Management.
- Efficient contingency plans, Strong data backup and recovery practices.
- Regular monitoring of Servers and client machines health, Software and security updates
- Connectivity of LAN and WAN to ensure hassle free functioning of the business.
- Monitoring of helpdesk & Support queries for timely and prioritized resolutions.
- Impart and organize training for new & existing users on deployed business solutions, technical material, and procedures.
- Deliver performance and activity reports to the higher management on a regular basis.
- Regular communication with stakeholders during the implementation of services.
- Takes ownership in accepting the hardware, solutions, and services from suppliers & vendors for closures.

IT Administrator - Musalli & Raies Jewelry Co. Jeddah

December 1999 - July 2006

- Led automation of Business Processes and Software implementations, Successfully transformed the retail business from manual to computerized setup.
- Developed & implemented Information Technology function's business plans, initiatives and budgets while ensuring they are in line with the overall company strategic objectives.
- Planned and Managed various stages within the test cycle, including component, system (functional) integration and UAT testing.
- Provided first line support and point of contact with regards to servers installation configuration, maintenance & administration without loss of business trading time.
- Conducted training for Management & Administration Staff, Back office & Sales teams to educate about the newly deployed solution.
- Support managers in business process improvements, implementing best practices and fully utilizing deployed system capabilities.
- Offered effective IT systems covering Internet Access, Intranet/Network Access, User Access Control, Troubleshooting and Technical Support. Software and Hardware Installation, Applications support – CCTV/PBX/Networking/Biometric security/Attendance system.
- Documentation of IT security policies, processes, controls and standards to safeguard and protect the company IT resources and protect sensitive private data.

- Maintained smooth and efficient operations of IT systems, includes Data Backup and Recovery, System Security and updates.

Technical Skills

- Hands on experience with FocusRT, Ace Gold, Exsys. VertexFX Trading Platform, Microsoft 365 and Microsoft Windows servers and PC operating systems, Software Licensing, Backup & Restoration, Network Administration, MS Office suite, MS Project, MS Visio.
- Open-Source E-Commerce Driven websites & Mobile Apps (Android & IOS). Google Analytics, Alexa, Website Content Management, WordPress, G Suite, Google & Apple Developer Accounts Consoles, Web Hosting, Website Site Security, PhpMyAdmin, Wamp & Xampp , PHP, ASP, CSS, HTML, MySql,,Adobe Photo Shop CS versions.

Education & Professional Development

- **MCA-Master of Computer Applications**, Osmania University, Hyderabad – India
- **BSc - Bachelor of Science** (Mathematics, Electronics & Physics) Anwar-ul-uloom Degree College Osmania University, Hyderabad - India.

Training & Certifications

- **MCP-Microsoft Certified Professional** (Visual Basic 5.0)
- **E-Commerce Ace** from Genesis Solutions – Hyderabad.
- **LinkedIn & PMI Certification of Completion**
 - ✓ Project Management Foundations 2019
 - ✓ Project Management Foundations Ethics
 - ✓ Project Management Foundations Requirements
 - ✓ Project Management Foundations Schedules
 - ✓ Project Management Foundations Budgets
 - ✓ Project Management Foundations Teams
 - ✓ Project Management Foundations Communication
 - ✓ Project Management Foundations Risk
 - ✓ Project Management Foundations Stakeholders
- **Microsoft 365**
 - ✓ Collaborating with Microsoft 365
 - ✓ Managing Projects with Microsoft 365

Meets & Events Attended

- Gitex – Dubai , Riyadh, Hyderabad
- SICT SA 2008 – Geneva, Switzerland
- Oil & Gas Middle East Exhibition 2008 - Dubai
- SAOGE 2008 - Dammam
- Offshore Arabia 2009 - Dubai
- World Future Energy Summit 2011 - Abu Dhabi
- Intersec Arabia 2011 - Dubai
- Customer & Loyalty Show 2012 - Dubai
- ATM - Arabian Travel Market - 2016 - Dubai