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# Summary

* **Technology** and **business** visionary with hands-on 18+ years of experience in automating multi-billion-dollar enterprises. Strong Political and business acumen in creating robust **IT architectures** and **infrastructures**. Proven ability to bring Artificial Intelligence benefits to solve business, decreasing costs, and minimizing risks. 12+ of building cloud-based infrastructure solutions.
* Extensive experience in process **modeling**, business systems **analysis**, application **development**, enterprise resource planning and transforming business requirements into **analytical models**, developing **data mining**, recovery, and **business solutions** that scale across the massive volume of structured and unstructured data utilizing various data sources.
* The talent of **proactively** identifying and solving problems with a **research** mindset – **automating** systems to maximize **productivity** by discovering patterns, formulate and test **hypotheses**, developing metrics, **translating** results into strategies using different kinds of **technical solutions**.
* Proven record of building solutions from ideas, delivering, piloting, and driving several business applications into production.
* Well versed with **Agile** Scrum framework, IT Service Management (**ITSM**) and Business Analysis Body of Knowledge; Corporate Communications within which people can address complex adaptive problems while productively and creatively delivering products of the highest possible value. Define the data **governance**, **management**, and ownership frameworks to ensure data quality is created and maintained.

# Skills

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| * Business Acumen & Leadership | * Strong analytical & problem solving |
| * IT Operations & Management skills | * Machine & Deep Learning Skills |
| * Program Management & Development | * Project Management & Delivery |
| * Predictive & Prescriptive Analysis | * Data & Quantitative Analysis |
| * Communication and Collaboration skills | * Solution & Decision Analysis |
| * Electronic Commerce Strategy/Development | * Business Process Modeling & Improvement |

**Experience**

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| **Chief Solutions Architect** | **Monsterhub, Inc** | **2** Year |
|  | Brisbane, Australia | October 2018 to Current |

* Leading an off-shore **technical team** of 12 multinational members spanning over three countries involved in designing, developing, optimizing, and supporting various Business and **AI applications** for clients powered by serverless and container architecture using AWS cloud services.
* **Analyzing** the **technology environment**, identify enterprise specifics, **documenting requirements,** and setting the **collaboration framework** within the stakeholders.
* Identify areas of poor performance in the product and ensure products are met with current industry standards. Participating in **technology selection**, make recommendations for improvement, identify the need for data recovery, governance, and growth. Lead the company

in the creating **solutions prototype,** and **execution of projects** and **managing the technical team** for solution development, project management and propose new machine learning solutions to enhance business operations.

* **Planned** and executed research and development of **NLP**-based AI solution utilizing NLTK while exploring other models to recognize the suicide threats from the chat conversation, real-time facial recognition expression, gender, emotion, distraction, and object detection for AI Proctoring system.
* Ensure **adherence** to a consistent, standardized **service delivery model** rooted in IT Service Management (ITSM) best practices and work with technical and development teams to deploy models. Build Model Performance Reports and Modeling Technical Documentation to support each of the models for the product line.
* **Lead** strategic planning to **achieve business goals** by identifying and prioritizing development initiatives and setting timetables for the evaluation, development, and deployment of all SaaS and ML services. Documenting machine learning experience and share with stakeholders, explaining the cost & benefit analysis.

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| **Chief Solutions Architect** | **Council of Ministers** | 3 Years |
|  | State of Kuwait | December 2014 to April 2018 |

* Applied **strategic business analysis** and expertise in Information Systems services by working closely with the business units to gain an in-depth understanding of Statewide hiring of Citizens, processes, services, roadmap, and designed skill-based assessments system prototype, which increased hiring response by 96% resulting signed into law by late Amir of Kuwait.
* **Spearheaded development** of proto-type system for Civil Service Commission Kuwait, to centralized Statewide hiring of Citizens, and designed skill-based assessments system, which increased hiring response by 96% resulting signed into law by Amir of Kuwait in 2018.
* Executed Activity Based Costing and Cost-Benefit Analysis for technology platforms (including web/Mobile application frameworks and the deployment stack) for delivering the services.
* Identified **technology trends** and evolving social behaviors, supported by **evidence-based analysis** impeding customer satisfaction and business success. Led a team of professionals from different business units responsible for implementing an automated service delivery focused web services. Evaluated the re-engineered processes and successfully increased website visits by 150K monthly and HR production by 76%.
* Demonstrated experience with Advanced Analytical Environment and technologies within an organization of equivalent size and **complexity** to the Government.
* **Actively** involved in the full Software Development Lifecycle (SDLC) **forecasting** model to be used in integrated hiring and planning. Conducted Marketing Mix Measurement, campaign **analysis**, program optimization, customer segmentation, ROI analysis, and predictive modeling.
* **Identified** technology trends and evolving social behaviors, supported by evidence-based analysis impeding customer satisfaction and business success. Led a team of professionals

from different business units responsible for implementing an automated service delivery focused web service, which successfully increased website visits by 100K monthly and HR production by 76%.

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| **Chief Solutions Architect** | **Ministry of Planning** | 3 Years |
|  | State of Kuwait | January 2011 to October 2014 |

* **Directed** development and deployment of **Kuwait Register Based Census System (KRBCS)**, Data warehouse with Business Intelligence based on various terabytes of data sources through phased, iterative releases - each delivered on time and within budget applied principles of agile methodologies. KRBCS is primarily designed to produce statistical reports, Predictive modeling, forecasting and outlier detection required by the State of Kuwait, Central Statistical Office and UNDP.
* **Defined** scope and identified high-risk areas for integration between core statistical system and multiple existing systems; Defined functional and non-functional business requirements for Centralizing Data warehouse containing data from government registries, i.e., Civil Information, Tax Revenue, Interior, Justice, and Municipal.
* **Analyzed** complex data flows and data elements for specific use cases using case diagrams and defined requirements traceability across the project lifecycle and used process modeling tools (BPMN) to describe processes and requirements.
* **Analyzed** and implementing unsupervised machine learning algorithms to identify and extract Parent-child relationships to solve hidden polygamous marriages, to detect the hidden patterns of Unreported Income, using Centroid divisive hierarchical clustering and Gaussian mixture methods.
* **Designed** & **Developed** architecture, methodology, and strategy for harvesting 900 central statistical office census rules, utilizing Clustering and classification algorithms, SQL procedures for capturing and documenting business rules, for data verification, improving data quality by 90% as compared to the manual system.

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| **Sr. Systems Architect &** | **Tawasul Telecom** | 2 Years |
| **Project Manager** | State of Kuwait | September 2008 to December 2010 |

* **Translating** product roadmaps and feature requests into models, workflow diagrams, user stories, acceptance criteria, and understanding design, business logic, and technical architecture of customer platform components and how they interact with the rest of the platform to deliver integrated solutions.
* **Developed** predictive causal model using annual failure rate and standard cost basis for the new bundled services. Working with product management, development, and other departments to actively remove obstacles blocking progress and ensure the program is within schedule
* **Develop** change management and data quality processes to ensure that users of data can focus on insights. Led the design and development of visualization tools for business units by publishing KPIs/Metrics to measure the effectiveness and efficiency of managed solutions portfolio.
* Supporting product management, marketing, sales, professional services, training, and technical support throughout the release process with training, documentation, announcements, and other release activities
* **Developed** an Estimation model for various product & services bundled offering to optimize and predict the gross margin
* Created work estimates, track progress, and report status in the form of burn up/down charts and prioritizing and grooming their teams’ backlog.
* Build and trained 4 Project managers, implemented department level standards, developed Solution implementation handbooks, database recovery manual, and other technical documentation.

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| **Senior Systems Architect** | **Zain Group** | 1 Year |
|  | **Khartoum, Sudan** | October 2007 to August 2008 |

* **Designed** and Implemented two nodes for billing and three nodes for history, eCare, and web portal Oracle Real Application Cluster. Using Data Guard, Oracle Streams and Oracle Flashback Technology to ensure **24 x 7 business continuity**.
* **Implementing** a combination of MAA to achieve **2.5 minutes** downtime for 12 Oracle databases using Oracle Real Application Clusters, Oracle Data Guard, Oracle Streams, Oracle Flashback Technology, and Automatic Storage Management (ASM).
* **Project Manager** for data migration from the old billing system (Mobex and Apex) on Informix to oracle (Telecommunication Administration and Billing System: TABS).
* **Collaborated** with data engineers and operation team to implement the ETL process, wrote and optimized SQL queries to perform data extraction to fit the analytical requirements.
* **Explored** and **analyzed** the customer-specific features by using Matplotlib and performed data imputation using Scikit-learn package in Python. Worked on data cleaning and ensured data quality, consistency, integrity using Pandas, NumPy.
* Worked with data **compliance** teams, Data **governance** team to maintain data models, Metadata, Data Dictionaries; define source fields and its definitions.
* Deployed tuning techniques to optimize database response time with over **40 million records** updates **per 5 minutes**. Designed and implemented data load procedure for web portal and data warehouse, **reducing 70%** of data loading time.
* Decreased software-licensing cost by **50% ($1.2 Million)** by designing architectural standards for the CSX database infrastructure and implementing only required database technologies for new business operations.

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| **IT Manager** | **Z-Investment** | 2 Years |
|  | **State of Kuwait** | October 2005 to September 2007 |

* **Planned**, organized, and managed startup data processing operations, including implementing a dedicated channel for stock trading and an eCommerce platform for portfolio holders under the finance director's general direction.
* Planned, scheduled, and supervised the **implementation** of Oracle Financials & Oracle Collaboration Suit for the company and the entire group to save an estimated $20K annually.
* Provide **technical expertise** to other departments concerning operational priorities, evaluate the company’s data processing needs, meet and coordinate activities with data processing vendors, determine equipment needs, and make assessments.
* Responsible for equipment procurement and installation, aiding other departments; evaluating and recommending appropriate programs, monitoring and assessing installed applications, and meeting with users to determine data processing needs.
* Seasonally identify and fix information system problems, determine new system requirements, modifications, or upgrades necessary to existing systems, create systems and supporting documentation, oversee and coordinate overall systems development and modification of applications software.
* Effectively hired and trained system administrator and a team of two junior developers.

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| **Senior Systems Analyst** | **Kuwait Insurance Company** | 4 Years |
|  | **State of Kuwait** | December 2001 to September 2005 |

* Performed analysis on claims vs. insurance and overall trends using multiple data sources to lead team members to develop Premium calculation engine implemented in business applications.
* Translated the business needs into detailed business requirement specifications.
* Created high-level and detailed UML activity diagrams, use cases, and decision matrices for all requirements.
* Actively participated in planning, resourcing, and execution of advanced analytics products and projects across a variety of business units namely, Insurance, Re-Writing, Shareholder and Dividend processing, Claims departments.
* Collaborated and Coordinated with multiple business units during the development cycle, conveyed complex technical issues to diverse and senior audiences.
* Translated Business requirements into System specifications for effective communication with both technical and non-technical individuals.

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| **Database Administrator** | **Kuwait Insurance Company** | 2 Years |
|  | **State of Kuwait** | September 1999 to December 2001 |

* Responsible for **designing**, **creating**, installing, **configuring,** and **maintaining** Three (3) production Oracle databases used for business applications deployed on Digital Alpha Servers HP- TRU64 UNIX, Windows 2000 and Red Hat Linux servers.
* Designed and configured a 2-Node and a 4-Node Oracle 9i RAC (**Real Application Cluster**) using data guard to **replicate** to 2 standby databases as a **high-availability solution** for the medical claim system used online. Setup and administer 9i Physical Standby databases as part of the disaster recovery strategy; this meets the 15-minute maximum downtime requirement by the CEO.
* The technical architect for the data warehouse with an input of over 250 approx. Files every month from various sources. Developed an **automated** process that would validate, cleanse and report aggregated erroneous data, alert business users, and substantially ease support effort — interacted with developers to ensure proper loading of data.
* Tuned **SQL statements**, programmed security policies through roles and database **triggers**, managed all Oracle Objects (Tables, Indexes, Views, Procedures, Triggers, Functions), analyzed tables, reorganized indexes, rebuilding indexes and constraints as needed.
* Applied Archive files for **Time Based Recovery**, using Import, Export, Cold backups to replicate and reproduce database to point in time.

# Education

* Bachelor of Computer Science (BCS), 1999
* Master of Computer Science (MCS), 2010 - Thesis Title: Automated Data Mapping in Register Based Census Arabic

# Certifications and Professional Training

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| * Leading Strategic Innovation (Vanderbilt University) * Artificial Intelligence for Business * Gamification (UPENN) * Solution Selling by Solution Science * Real Applications Clusters * Data Modeling Concepts * RDBMS & Data Warehousing Concepts | * A Beginner's Guide to Irrational Behavior (Duke University) * Data Analysis (Johns Hopkins University) * Machine Learning: Real-World Applications * Certified Oracle Professional 8/9i/10g * Implementing Netscreen Security Gateways * Software Business Analysis * Ethical Hacking |