

## Muhammad Umair

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## Head of IT | CIO | IT Strategy, Strategic Thinking

### Abstract:

Experienced IT leader adept at driving digital transformation, business automation, and innovation initiatives. Proven track record of delivering value-based programs/solutions aligned with enterprise goals. Skilled in business analytics, digital payment platforms, artificial intelligence, and process automation.

### Highlights:

- Established data-driven decision-making capabilities for executives.
- Implemented business process automation to enhance efficiency and transparency.
- Led the establishment of Insurtech platforms focusing on online selling.
- Developed mobile apps for sales force, customers, and partners.
- Managed change management processes for core apps and customer-facing portals.

### Foreseeing:

Currently working on developing a machine learning environment for risk management and auto-underwriting. Building datasets for algorithm training to define artificial intelligence scope.

### Effectiveness:

Led implementation of enterprise-wide systems resulting in significant time and effort savings.

### Operations:

Experienced in operational activities across technological firms, including team management and R&D.

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## Professional Experience:

### Young's Food (Private) Ltd.

June 2024- Present

#### Head of IT

- Led the implementation of SAP S/4HANA with modules including PLM, PP/DS, and SAC, streamlining business processes across departments.

- Provided ongoing support and optimization for existing SAP modules, including FI/CO and MM.
- Spearheaded the implementation of a data warehouse solution using Business Warehouse and SQL Server Enterprise, enhancing data management and analytics capabilities.
- Developed and maintained Power BI dashboards and reporting systems, delivering key insights for informed decision-making.
- Overhauled the Data Centre infrastructure, including fire suppression systems and CRAC units, ensuring enhanced reliability and security.
- Provided strategic IT support for the Secondary Sales System, optimizing the distribution network across multiple channels.
- Facilitated the setup of new factory operations by overseeing the implementation of SAP systems and IT infrastructure.

#### **Advisor/Consultant/Advisor**

#### **Jan 2022-May 2024**

- Tech Consultant at Active Telematics Malaysia, focusing on fleet management solutions for Petroliam Nasional Berhard (PETRONAS). Since Jan. 2022
- Takaful/Insurance Advisor at ITANZ Technologies Pvt. Ltd., involved in insurance and ERP applications implementation. (Project Completed; March-July 2023)
- Tech Solution Architect at Yoctology Solutions, responsible for designing and deploying digital platforms for Siha Health & Wellness (Tabani Group). (June 2023- present)
- Board of Advisor in Digital Micro Insurance agency, Startup: "Insurance Lo" (November 2023- Present)
- Shahid Engineering Works (Auto-part manufacturer) Gap Analysis for ERP (Project Completed December 2023-January 2024)

#### **Pak-Qatar Group**

#### **May 2015-Dec 2022 (7.6 years)**

#### **Head Of IT**

- Defined IT standards for group companies and managed a team of 27 members.
- Managed PKR 500M+ IT budget for Opex & Capex.
- Completed various projects including data center facility designing, SAP expansion, BI implementation, and ISO 27001.

#### **National Bank of Pakistan.**

#### **May 2014- April 2015 (1-year)**

#### **V.P. Project Manager (Islamic Banking: Aitemaad)**

Deputed at Head Office in IT-Division's Project Management Office, looking after overall Islamicbanking application (Fidelity Information System PROFILE DIRECT) for a conversion of legacy application in existing Islamic branches (count: 9) and for upcoming/new branches roll-out in all over country.

- Islamic Banking Application Project Management for Islamic Banking Group (Aitemaad).
- ATM interfacing with PROFILE DIRECT.
- IBT middleware integration.
- SMS notification /Call Centre liaising with PROFILE DIRECT.

- Documentation for Shariah Advisory compliancy as per State Bank guidelines.

***TPL Trakker Limited.***

***Apr 2012 –Oct 2013 (1.6 years)***

***V.P. I.T. Infrastructure***

Working as group head for five companies and responsible to introduce and develop automation infrastructure. Taking care of Systems, Network, Helpdesk and Security departments.

- Pakistan Custom House containers tracking/monitoring. Over 100,000 per annual volume commutation. Developing their application, integration interfaces and liaison with their operations for branch offices connectivity development.
- Symantec Security suite (DLP, Encryption) implementation.
- Centre point project ICT part (BMS, ICT, data center designing connectivity with telco operators)
- Internet/data connectivity redundancy plan (completed)
- Cisco Call Centre upgrade (Advance Quality Management) and Cisco I- Telephony (initializationphase)

***TPL Trakker Limited.***

***Oct 2009 – March 2012 (2.4 years)***

***V.P. Special Projects***

**ERP/CRM implementation (Oracle 12g):** My role being Project Director for this project is to direct and maneuver the overall project from requirement gathering to roll-out modules of Oracle and customized CRM across the groups of companies. Major Oracle modules include Oracle Financials, Supply Chain, and Enterprise Asset Management. CRM development is partially outsourced, and this includes Vehicles' tracking and Direct Insurance Modules.

**Centrepont (ICT-part):** This Project is headed by TPL Properties (Pvt.) Ltd, 28 stories Office Building. My role mainly is on advisory part and technical evaluation of various solutions like Building Management System (BMS), Integration of Security gadgets with ICT infrastructure.

***Takaful Pakistan Limited.***

***Oct 2007 – Oct 2009 (2-years)***

***Senior Manager Information Technology***

As Senior Manger IT, I oversee company's Information Technology team, providing strategic direction and management for the company's IT infrastructure and lead a team of computer professionals who are delivering the long-term solutions of software and networks for Takaful.

- Responsible for the development of strategic initiatives concerning information technology.
- Implementation and support of IT systems, architecture, systems reliability, application development and hardware acquisitions.
- Ensuring integrity of data, proprietary information, and system security; act and interface with non-technical business users in determining the overall information technology approach. day-to- day operation support of the information technology infrastructure, including hardware, software, application and network support.

***TRAKKER Pvt. Limited.***

***July 2000 – Oct 2007 (7.2 years)***

***AVP Communications & Information Technology***

***ACE AIMS Pvt. Limited (Software House)***

***21 Dec 1998 to 15th July 2000 (1 year)***

***Network Engineer***

**Education:**

- PGD in Islamic Banking and Takaful from AlHuda CIBE in 2015.
- MS in Computer Engineering (Specialization in Computer Networking) - Sir Syed University of Eng. and Tech Karachi.
- Bachelor of Science in Electronics Engineering - Sir Syed University of Engineering and Technology Karachi.
- Intermediate - Adamjee Govt. Science College, Karachi.
- Matriculation - P.A.F. High School Faisal Base, Karachi.

**Courses, Certifications & Workshop**

- Introduction to Islamic Fintech, IBA CEIF, November 2021.
- Machine Learning course from Hamdard University and IBA, 2019.
- Team Cohesion/Samurai Leadership by E3 Global, August to October 2010.
- Implementing & Achieving ISO 27001, Quest Consultants, February 2009.
- The WRITE Advice, Octara (TCS) Training, December 2006.
- Business Continuity & IT Disaster Recovery, Workshop by ICIL Pakistan/Kingswell Continuity, February 2006.
- Microsoft Certified Professional 1998

**Professional Affiliations:**

- Microsoft Certified Professional (ID No. SP2208523, Reg. No. CA3SYD0876).
- Membership Asian Electronics Engineer.
- Pakistan Engineering Council (Registration No: ELECTRO/4894).

**Personal Details:**

- Date of Birth: 8th July, 1975.
- Nationality: Pakistani. N.I.C. No.: 42201-0324343-1.

Reference: References will be furnished on request.