MOHAMED MASAUD WAHISHI

Data Analytics & Digital Transformation Consulting Professional

---

📱 + (971) 58 500 3024

✉️ Moh.wahishi@gmail.com

📍 Dorra Bay, Dubai Marina, Dubai

🔗 linkedin.com/in/Mohamed-masaud

EDUCATION

B.Sc. of Management of Information Systems (MIS)
United Arab Emirates University, UAEU, 2014

SAP Young Professionals Program - Business Intelligence
SAP Academy, 2014

TECHNOLOGY SKILLS

Microsoft Power BI | SAP Cloud Analytics| Lumira | Tableau | SQL | IT/ IoT | SAP ERP| UI Path| Java | VBA | JavaScript | Python |Application of AI and predictive analytics| RPA | Big 4 Delivery and Transformation Methodologies

SKILL HIGHLIGHTS

- Bilingual – Arabic & English
- Excellent Communication & Interpersonal Skills
- Leadership & Influence
- Critical & Analytical Thinking
- Fantastic Organizational Skills
- Creative & Pragmatic Problem-Solver

ACHIEVEMENTS

SAP Young Professionals Program | Top Graduate | Received 3 of 3 possible awards for the top achiever in each module.

EY "Shukran Star" Award | 4-Time Recipient | Given quarterly to employees excelling in project delivery and client management.

SAP Pinnacle & GRC 20/20 Rasmussen Award | Member of the team that designed the GRC digital reporting solution.

Dedicated Data Analytics & Digital Transformation Consulting Professional with 8 years of experience leading large-scale digital and consulting projects in fast-paced, demanding environments. Passionate about user experiences, automation, analytics, and dedicated to improving operational efficiency through the adoption of new innovations and technologies without comprising on quality and client satisfaction. With an outstanding self-driven and positive attitude, I am highly motivated to continue my journey and exceed all expectations in my next position, committed to delivering excellence in everything I do.

EXPERIENCE

Digital Transformation, Service Delivery Excellence
UAE Service Integrator, United Arab Emirates | 2021

Highlight: Defined Service Excellence Delivery framework for the Customer Excellence function that reduced 90% of critical customer escalations on IT services provided.

Challenge: Client was transitioning from an in-house delivery model to a partner lead delivery model as part of a large transformation into a becoming a $1b USD company. Client processes were based on outdated frameworks and process that resulted in direct CEO escalations from their respective clients on the quality of the service delivered.

Key Responsibilities:

- Workstream lead role in defining the Service Excellence Delivery Framework and function to ensure delivery excellence across multiple products and applications delivered as a service.
- Definition of the set of principles, standards and capabilities to enable a proactive and agile governance & reporting of the entire service lifecycle (ideation and strategy, design & transition, development, operations & support and retirement)
- Developed and designed an excel-based maturity assessment tool, to identify the level of maturity of each business unit across the dimensions of people, preprocess, technology and data to define a target state of the digital transformation.
- Identified the initiatives required to achieve target maturity and supported in the implementation of the governance and reporting structures and metrics required to measure success, enhancing both internal and client-facing reporting.

Technology, Data & Cybersecurity Consultant / Senior Manager / Contractor
PwC Middle East, Dubai, United Arab Emirates | 2019 – 2020

Highlight: Delivery lead for a data transformation program an Omani upstream Oil & Gas company that involved designing a new platform to become the "Single Source of Truth" to managing data across 10+ disjointed systems, provide near-real time reporting and establishing the right governance mechanisms to support the new solution.

Challenge: Client was experiencing challenges in managing both structured and unstructured data generated by legacy , in-house and off the shelf systems. Master data was managed differently across each business unit resulting in unreconcilable information to produce meaningful reports.

Key Responsibilities:

- Delivery lead identifying and collecting the organizations requirements and designing the "Corporate Information Factory" to manage structured and unstructured data
- Established and deployed the data governance, operating model framework model and overall strategy to define how data and information is to be managed to support the day – to – day operations
- Developed the correct policies and procedures to manage Master Data across the organization
- Managed the training & communication of key stakeholders through and interactive hands-on sessions

Highlight: Successfully managed a data classification project for a GCC government performance measurement center by leading project teams in assessing core organizational data throughout the data lifecycle and reporting on information security gaps.

Challenge: Client was mandated by the Saudi government to classify and protect the information it was collecting for performance purposes from 20+ governmental and semi-governmental entities. The client lacked the adequate policies and procedures to classify information correctly to insure sensitive data and information would not be shared through its public reports

Key Responsibilities:

- Define the data lifecycle of all data sources collected by the center
- Assess the core organizational data throughout the data lifecycle and reporting on information security gaps
- Develop and enhance existing security and information policies and provide training on now security policies to the center's staff
- Supported the development a target state model for all security gaps identified

Highlight: Lead in Establishing a new Cyber Security GRC function within a GCC air navigation services company to be integrated across the IT/OT environment that enabled the organization to successfully identify, report and mitigate 98% of all cyber security issues.

Challenge: Client had no central function to manage both IT and OT environment security. The client lacked the ability to identify and report on security incidents within a timely manner to address and mitigate risks. The security team lacked the appropriate procedures to effectively identify and mitigate cyber security risks

Key Responsibilities:

- Defined the operating model and reporting structures of the new Cyber GRC function
- Established the governance to ensure security risks were tracked and reported on as per client requirements
- Designed new policies and procedures based on best practice and redefined the data architecture to enable proactive reporting to key stakeholders and C-Suite
- Suite . Detailed the guidelines and requirements of information security throughout the organization, establishing the correct workflows, defining minimum security requirements for new solutions, developing security go-live checklist,
- Training the function's staff on the new operating model and established framework

ADDITONAL EXPERIENCE

Technology Advisor / Assistant Manager
EY Dubai, Dubai, United Arab Emirates | 2015 – 2019

- Work stream lead and key point of contact for developing C-Suit "Risk Reporting Story" for growing list of clients across multiple industries. Key responsibilities included, management of a multi-regional team alongside managing both client expectations and project deliverables.
- Local regional lead for MENA as part of an EMEIA wide initiative for the development of the "Risk Story" (GRC, Cyber Security, GDPR) reporting for C-suite using Cloud Analytics & Digital Boardroom which was showcased by EY in SAPinsider GRC 2017
- Lead architect and cross regional team leader of SAP reporting solution for multinational pharmaceutical company. Displayed exceptional project management skills by leading development of the C-Level risk reporting solution , leading architecture, supervising cross-regional teams, and liaising with multiple internal and external stakeholders to ensure the engagement was delivered on-time and within budget.
- Data design, architecture and reporting for an international bank within a Fraud and Investigation/Anti-Money Laundering team. Responsibilities included automation of large data sources using Microsoft Excel VBA alongside automated creation of high-level reports designed for key stakeholders from UK FCA/U.S Department of Justice and internal stakeholders across multiple geographies
- Managed numerous responsibilities for consulting projects, including acting as the key point of contact for developing C-suite consulting reports, managing a multi-regional team, communicating with clients, and ensuring timely and within-budget project completion.
- Optimized productivity and reduced expenditure enterprise-wide by serving as the work stream lead, automating manual processes, managing IT and OT-focused sessions, and defining digitalization roadmaps and utilization of current SAP solutions, including SAP GRC, SSM, PM, MM, MRS, PS, PPM, CRM, Solution Manage, ISU-Billing/FICA, and the adoption of RPA and AI in existing workflows.
- Assumed responsibility for a Smart Grid Program in a large Power & Utilities client that had overrun on time and resources. Achieved within budget, on-time delivery of a smart grid program for a large power and utilizes client by managing a multinational team, coordinating with client PMO spanning 7 programs, and leveraging strong attention to detail to conduct quality reviews of use cases.
- Enhanced product delivery by serving as end-to-end architect and designer of a compliance monitoring and risk dashboard and providing technical support throughout all delivery stages, including pre-sales, implementation, training, handover, and post-implementation.

GRC | Data Analytics Consultant
Integrc, Dubai, United Arab Emirates | 2014 – 2015

- Data modeling and end to end architect and designer from pre-sales to implementation, training and handover (classroom and web link) and post-implementation support to a growing list of multi vertical clients for SAP GRC Access Controls & Process Controls reporting