

# SHERIF ABDELHAMID

IT Director | Head of Technology & Innovation | Digital Transformation Leader

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## EXECUTIVE SUMMARY

Strategic and results-driven IT Director with 24+ years of experience leading large-scale technology transformations, enterprise modernization, and digital growth initiatives across Saudi Arabia and the GCC. Expert in aligning IT strategies with business objectives, optimizing multimillion-dollar budgets, and driving innovation across infrastructure, ERP, and cloud environments. Recognized for building high-performing teams, enhancing operational resilience, and achieving measurable cost savings and performance gains.

## CORE COMPETENCIES

IT Strategy & Governance | Digital Transformation | Enterprise Architecture | Cloud Computing (Azure, AWS, GCP) | ERP & CRM (SAP S/4HANA, Oracle Fusion Cloud, Microsoft Dynamics 365) | Cybersecurity & Risk Management | Zero Trust Security | IT Service Management (ITIL v4) | Vendor & Budget Optimization | Program & Project Leadership (PMP, PRINCE2) | Business Continuity & Disaster Recovery | Data Governance | DevOps & Automation | Leadership & Talent Development | Technology Innovation

## PROFESSIONAL EXPERIENCE

### IT Director | Saudi Business Machines (SBM)    Riyadh, Saudi Arabia | May 2021 – Present

- Lead digital transformation across hybrid cloud platforms (Azure, AWS, GCP), modernizing enterprise systems for 10,000+ users.
- Achieved 99.9% SLA compliance and \$3M annual cost reduction through ITIL v4 service delivery optimization using ServiceNow, ManageEngine, and SolarWinds.
- Directed ERP migrations (SAP, Oracle Fusion, Dynamics 365) with zero downtime, enhancing cross-business visibility and decision-making.
- Reduced cybersecurity vulnerabilities by 40% through multi-cloud compliance and Zero Trust initiatives.
- Implemented DevOps pipelines, cutting deployment cycles by 30% and accelerating time-to-market.
- Built and mentored high-performing GCC-wide technology teams focused on performance, innovation, and service excellence.
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### IT Group Services Manager | Mohamed Yousef AlNaghi Group    Jeddah, Saudi Arabia | May 2013 – May 2021

- Developed and executed group-wide IT strategy aligned with corporate goals, improving business agility and decision-making by 25%.
- Migrated 70% of workloads to cloud infrastructure, reducing operating costs by 25% and boosting system resilience.
- Established ITIL-based service management framework, reducing incidents by 35% and improving response times.
- Negotiated vendor contracts exceeding \$20M with an average annual saving of 20%.
- Directed the digitalization of business operations, strengthening cybersecurity, data protection, and governance.
- Built and led a 30+ member IT organization, fostering a culture of accountability and innovation.

## IT Factory Manager | Al Harbi Holding    Riyadh, Saudi Arabia | Jan 2011 – Mar 2013

- Modernized plant-wide IT and OT infrastructure, achieving 99% uptime and enhancing production reliability.
- Integrated SCADA and IoT solutions, boosting operational efficiency by 20%.
- Implemented ERP and cybersecurity systems to ensure business continuity and operational transparency.
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## IT Project Manager | Computer Castle    Riyadh, Saudi Arabia | Jan 2009 – Jan 2011

- Managed enterprise IT projects in ERP, data centers, and networking — delivering all on time and within budget.
- Improved project governance and performance KPIs by 15%.
- Achieved 95% customer satisfaction across multi-sector clients.
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## System & Network Engineer | SHA'S Water (Nestlé)    Riyadh, Saudi Arabia | Jan 2007 – Jan 2009

- Designed, deployed, and optimized enterprise network infrastructure, improving performance by 25%.
- Coordinated with global vendors for regional infrastructure rollouts and technology upgrades.
- Maintained 99% uptime and implemented proactive network monitoring.
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## Computer Engineer | Ministry of Health, Egypt    Cairo, Egypt | Jan 2002 – Dec 2006

- Administered IT infrastructure across healthcare facilities, ensuring compliance and data integrity.
- Automated reporting and monitoring systems, improving operational efficiency by 30%.
- Implemented IT security frameworks and disaster recovery protocols.

## EDUCATION

BSc in Computer Engineering – Mansoura University, Egypt

## CERTIFICATIONS

- ITIL v4 Managing Professional (Expert)
- Project Management Professional (PMP)
- PRINCE2 Practitioner
- Microsoft Certified Systems Engineer (MCSE, Security)
- Microsoft Certified Systems Administrator (MCSA, Security)
- Cisco Certified Network Professional (CCNP)
- Cisco Certified Network Associate + Voice (CCNA+V)
- Certified Network Security Specialist (CNSS)
- Microfocus Change Manager Server (CMS)
- Operation Bridge Technical Presales Certification (OBTP)

## TECHNICAL SKILLS

Cloud & Infrastructure: Azure, AWS, GCP, VMware, Hyper-V, O365, Exchange, Active Directory, Windows Server, Linux

Applications & Platforms: SAP S/4HANA, Oracle Fusion Cloud, Microsoft Dynamics 365, Salesforce, ServiceNow

Networking & Security: Cisco, Fortinet, Palo Alto, Zero Trust, SIEM, DLP, NAC, IDS/IPS, Firewalls, VPN, LAN/WAN

Tools & Frameworks: ITIL v4, COBIT, ISO 27001, PMP, PRINCE2, DevOps, CI/CD, Agile, Scrum

Data & Analytics: Power BI, SQL Server, Data Governance, Integration, Reporting Automation

## LANGUAGES

Arabic: Native

English: Highly Proficient

French: Working Knowledge