

AHMED NASR

IT Section Head | Enterprise Technology & Digital Transformation
Leader

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PROFESSIONAL SUMMARY

IT leader with **20+ years** driving **IT operations, infrastructure, and digital transformation** across holding companies and subsidiaries in GCC and Egypt. Proven track record developing and executing **IT strategic plans aligned with business objectives**, leading IT teams, and overseeing **enterprise application systems, IT infrastructure, and technology implementations**. Expert in managing **IT budgets, procurement processes, and vendor relationships** while ensuring compliance with **IT policies, cybersecurity standards, and regulatory requirements**. Successfully coordinated IT services across business units and subsidiaries in multi-country environments. Strong background in **continuous improvement and IT governance best practices**.

CORE COMPETENCIES

- **IT Strategy & Operations** — Strategic planning, operational excellence, IT service management, service continuity
- **IT Team Leadership** — Team development, performance management, cross-functional coordination
- **Enterprise Systems** — ERP solutions, enterprise applications, EMR/clinical systems, data warehouse
- **IT Infrastructure** — Networks, servers, cloud technologies, system architecture
- **IT Governance & Compliance** — IT policies, cybersecurity standards, regulatory compliance (JCI, HIMSS, MOH)
- **Budget & Vendor Management** — IT budgeting, procurement, vendor relationships, contract management
- **Digital Transformation** — Technology roadmaps, system upgrades, new technology implementations

PROFESSIONAL EXPERIENCE

PMO & Regional Engagement Lead

Saudi German Hospital Group | Dubai, UAE | Jun 2024 - Present

Leading IT and digital transformation across holding company's 15-hospital network with subsidiaries in KSA, UAE, and Egypt.

- Developed and executed IT strategic plans aligned with corporate objectives, managing \$50M technology transformation program across the holding company and its subsidiaries
- Led and supervised cross-functional IT teams of 30 professionals, ensuring performance, quality, and service continuity across 15 facilities
- Oversaw enterprise application systems including EMR, AI-powered clinical decision support systems, and enterprise data warehouse implementations
- Managed IT vendor relationships with U.S. healthcare technology leaders (Health Catalyst, KLAS Research) to integrate cutting-edge solutions across hospital network
- Ensured implementation and compliance with IT policies, cybersecurity standards, and regulatory requirements (JCI, HIMSS, MOH)
- Led IT projects and new technology implementations including telemedicine platforms and AI-powered analytics solutions
- Coordinated with business units across 3 countries to ensure IT alignment and effective support for clinical and administrative operations
- Drove continuous improvement and adoption of best practices in IT operations and governance

Country Manager

PaySky, Inc. | Egypt | Apr 2021 – Jan 2022

Led technology strategy and IT operations for FinTech startup building Egypt's first comprehensive SuperApp.

- Developed IT strategy and product architecture integrating payments, banking, e-commerce, and lifestyle services into unified platform
- Oversaw enterprise application systems and technology infrastructure for SuperApp development
- Managed vendor relationships and technology partnerships with financial institutions and service providers
- Built IT team and operational framework ensuring quality delivery and service continuity

Head of E-Commerce Product & IT Strategy

Al Araby Group | Egypt | Jan 2020 – Jan 2021

Led IT strategy for one of Egypt's largest consumer electronics and home appliances retailers.

- Developed and executed IT strategic plans for e-commerce digital transformation aligned with business objectives

- Oversaw IT infrastructure and enterprise application systems supporting retail operations
- Led IT projects and system upgrades for e-commerce platform implementation
- Coordinated IT alignment across business units to ensure effective technology support

Product Development Manager

Delivery Hero SE (Talabat) | GCC Markets | Jun 2017 – May 2018

Led technology operations during hypergrowth scaling from 30,000 to 7 million daily orders (233x growth).

- Oversaw technology systems and infrastructure supporting massive operational scale across GCC markets
- Led Operations Excellence Committee coordinating IT initiatives between Berlin HQ, GCC countries, and Egypt
- Drove continuous improvement through lean methodologies and best practices adoption
- Managed cross-functional technology teams ensuring service quality during 233x growth

PMO Section Head (Project Management Department Manager)

Network International | Egypt | Sep 2014 – Jun 2017

Built and led enterprise PMO managing IT and banking projects across holding company's operations in 8 countries.

- Developed and executed IT project portfolio strategy managing 300+ concurrent banking and payments projects across 8 countries (Egypt, UAE, Jordan, Kenya, Nigeria, Ghana, Mauritius, South Africa)
- Led and supervised team of 16 Project Managers, ensuring performance and quality across enterprise portfolio
- Oversaw enterprise application systems for mobile commerce and digital payments including mobile wallets, cardless transactions, and cross-border money transfer solutions
- Implemented IT governance framework and standardized project delivery methodology across emerging markets payments division
- Coordinated with business units and subsidiaries across 8 countries to ensure IT alignment and effective support
- Managed vendor relationships with major card networks (Visa, Mastercard) and technology partners

Engagement Manager

Revamp Consulting | USA, UAE, Egypt | Mar 2013 – Sep 2014

- Managed IT and business process consulting engagements for enterprise clients including Mayo Clinic (healthcare IT optimization) and AT&T (service operations transformation)

Earlier IT Experience (2004-2013)

- **Senior Project Manager, PMO | BlueCloud (2012-2013)** — Managed IT infrastructure projects for Microsoft Egypt, Vodafone Egypt, Qatar Diar
- **Project Manager | Intel Corporation (2011-2012)** — LTE (4G) mobile technology deployment and IT infrastructure projects
- **Project Manager | SySDSoft/Intel Mobile Communication (2010-2011)** — Mobile communication technology development
- **Technical Leadership | BASS, Code Republic, Speech Workers, PEARDEV (2004-2009)** — Software development team leadership and IT project delivery for European and regional clients

EDUCATION

- **MBA, Master in International Business Administration (MIBA)** — Paris ESLSCA Business School | 2025-2027 (In Progress)
- **Project Management Professional (PMP) Training** — Université française d'Egypte | 2007-2008

PROFESSIONAL CERTIFICATIONS

- PMP — Project Management Professional, PMI, 2008
- CSM — Certified Scrum Master, Scrum Alliance, 2014
- CSPO — Certified Scrum Product Owner, Scrum Alliance, 2014
- CBAP — Certified Business Analysis Professional, IIBA, 2014
- ITIL Foundations — IT Service Management, 2016
- Lean Six Sigma — SUNY, 2010

TECHNICAL EXPERTISE

- **Enterprise Systems:** ERP Solutions, EMR/Clinical Systems, Enterprise Data Warehouse, CRM, Business Intelligence
- **Cloud Technologies:** Cloud Migration, Hybrid Architectures, SaaS/PaaS Solutions
- **IT Infrastructure:** Networks, Servers, Data Centers, System Architecture
- **IT Service Management:** ITIL Framework, Service Desk, SLA Management, Service Continuity
- **Cybersecurity:** Security Governance, Compliance Frameworks, Risk Assessment
- **Tools:** Jira, MS Project, Power BI, ServiceNow

ADDITIONAL INFORMATION

- **Location:** Dubai, UAE — Open to relocation to Riyadh, Saudi Arabia

- **Languages:** English (Fluent), Arabic (Native)
- **Industries:** Healthcare, FinTech, E-commerce, Telecommunications, Banking
- **Geographic Scope:** UAE, KSA, Egypt + 5 additional countries — Holding company and subsidiary coordination experience