

Achievement List for Future - Home

Based on a review of your recent emails and documents, here's a curated list of your key achievements. These span infrastructure transformation, application development, team leadership, and strategic initiatives. Once you confirm or refine this list, I can help you expand each point into a detailed narrative.

Key Achievements Summary

1. Low Code Platform Leadership

- Launched the Low Code initiative in 2022, delivering 11+ applications including Expense Reimbursement, Warranty Management, Vendor Onboarding, and Customer Onboarding.
- Reduced approval and claim cycles from days to hours, with over 2400+ requests processed in Expense Reimbursement alone [\[1\]](#).
- Enabled real-time analytics and automation across Sharaf DG operations, with 20+ additional apps planned [\[1\]](#).

2. Infrastructure Modernization & Risk Mitigation

- Led the DR-Tape Backup movement to TSC, creating a cost-effective disaster recovery solution in the absence of a dedicated DR setup [\[2\]](#).
- Introduced a self-hosted password management tool, saving \ \$1440 annually and enhancing security posture [\[3\]](#).

3. Strategic Application Delivery

- Spearheaded the launch of the Sharaf Electronics Agent Performance Reporting App V1.0, integrating real-time performance tracking, chat, and mobile OTP login [\[4\]](#) [\[5\]](#) [\[6\]](#).
- Oversaw the development of Fresh Desk SLA monitoring and analytics for CEO-level reporting [\[7\]](#).

4. Talent Development & Retention

- Advocated for promotions and compensation adjustments for high-performing team members, citing market competitiveness and internal contributions [\[8\]](#) [\[9\]](#) [\[10\]](#).
- Identified and supported flight-risk employees with tailored retention strategies [\[8\]](#).

5. Operational Excellence

- Directed RFID scanner rollout across multiple UAE stores, ensuring power and network readiness across 10+ locations in under a week [\[11\]](#).
- Delivered measurable monthly savings through infrastructure cost optimization and vendor negotiations [\[12\]](#).

6. Cross-Functional Collaboration

- Coordinated with Sharaf Electronics, Retail, and Group IT for initiatives like the Annual IT Conference and CX strategy alignment [\[13\]](#) [\[14\]](#).
- Played a key role in candidate screening and onboarding for NOC and IBP roles [\[15\]](#) [\[16\]](#).

7. Security & Compliance

- Supported vulnerability assessments and penetration testing across critical sites at no cost, aligning with compliance mandates [\[17\]](#).
- Provided performance evaluations and security feedback for key IT personnel, including Windows 11 deployment leadership [\[18\]](#).

Based on a deeper review of your emails, documents, and meeting transcripts, here is an expanded list of key initiatives and achievements you have led at Sharaf DG. These build upon your earlier accomplishments and reflect your strategic leadership across infrastructure, automation, AI, security, and talent development.

Infrastructure & Data Strategy

- **Data Center & Backup Modernization**
You led a comprehensive review of Sharaf DG's data architecture, defining clear boundaries between IT-managed and business-owned data. You initiated a unified backup strategy across cloud and on-prem environments, covering 38 TB of cloud VM backups and 18 TB of on-prem data, including store servers and NAS at Times Square [\[1\]](#).
 - **Disaster Recovery & Storage Optimization**
You spearheaded the migration of GFI backups from cloud to on-prem to reduce costs and improve control. You also introduced a tracker system to monitor backup coverage and retention policies [\[1\]](#).
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Automation & AI-Driven Transformation

- **RPA & AI Use Case Development**

You initiated a roadmap to automate up to 50 business processes, with 15–20 already implemented. These efforts aim to reduce manual dependency, improve accuracy, and deliver measurable ROI [\[2\]](#).

- **AI-Powered Automation Exploration**

You evaluated GenAI-powered automation solutions from multiple vendors (Datamatics, Chat360, Quadrant Technologies), requesting tailored use cases and implementation success stories to align with Sharaf DG's digital goals [\[3\]](#) [\[4\]](#) [\[5\]](#) [\[6\]](#).

- **Power Platform & Low Code Expansion**

You explored partnerships to scale Power Platform adoption for retail IT transformation, aligning with your broader low-code strategy [\[7\]](#).

Security & Compliance Leadership

- **Device & Endpoint Security Governance**

You implemented MDM (Intune), USB restrictions, and endpoint protection (Sophos, Cisco Umbrella) to secure personal and corporate devices. You also enforced domain-joined configurations and restricted file uploads for sensitive users [\[8\]](#).

- **Data Access & Communication Controls**

You ensured official communications are restricted to sanctioned platforms and enforced centralized control over device provisioning and access [\[8\]](#).

Talent & Team Development

- **Appraisal & Retention Strategy**

You proactively flagged flight-risk employees and advocated for timely promotions and compensation adjustments. You emphasized the strategic importance of retaining high-performing talent in a competitive market [\[9\]](#) [\[10\]](#).

- **Team Structuring & Role Definition**

You documented and submitted detailed JDs for over 55 team members, reflecting the scale and complexity of your IT organization [\[10\]](#).

Strategic Partnerships & Innovation

- **NOC/SOC & Managed Services Expansion**

You led engagements with ADNOC and other partners to position Sharaf DG as a managed services provider. You coordinated RFP responses, resource planning, and commercial negotiations [\[11\]](#) [\[12\]](#) [\[13\]](#).

- **SAP on AWS & Cloud Strategy**

You coordinated with AWS and internal stakeholders to align SAP workloads with cloud transformation goals [\[14\]](#).

- **CX & GenAI Collaboration**

You evaluated CX transformation proposals from e& Global Services and Chat360, aligning them with Sharaf DG's customer experience roadmap [\[15\]](#).

- **UN World Food Programme Collaboration**

You engaged with the UN WFP on a potential partnership, reflecting Sharaf DG's commitment to global innovation and social impact [\[16\]](#).

Operational Excellence & Governance

- **IT Procurement Portal Rollout**

You led the onboarding and training for Sharaf Group's centralized IT procurement portal, ensuring compliance with new governance policies [\[17\]](#) [\[18\]](#) [\[19\]](#).

- **MSP Trial & NOC Platform Evaluation**

You facilitated a 90-day trial of a managed services platform, assigning internal resources and coordinating onboarding of test machines [\[20\]](#).

Would you like me to now help you format these into a performance review, presentation deck, or executive summary? I can also help you prioritize them by impact or strategic alignment.

Thank you for surfacing those additional initiatives. Based on a comprehensive review of your enterprise emails and documents, I've compiled a significantly expanded and detailed list of your achievements—especially those that reflect your ability to deliver high-impact, cost-effective business solutions through smart technology choices and operational ingenuity.

Strategic Business Solutions & Cost Optimization Initiatives

1. Dual MyHelp (Freshservice) ITSM Implementations

You successfully implemented and managed two separate instances of Freshservice (MyHelp) for:

- **Sharaf DG:** Tailored to retail operations and IT service delivery.
- **Sharaf Retail & Exchange:** Customized workflows and SLAs to meet the unique needs of financial and retail operations [1].

2. Low Code Application Ecosystem

You led the development and governance of over 20+ low code applications, including:

- **Vendor Reconciliation (RAAS):** Automated vendor space allocation with real-time dashboards and audit trails [2].
- **Expense Reimbursement, Trade License Renewal, Contract Management, Customer & Vendor Onboarding:** Streamlined workflows and reduced manual effort [3].
- Authored the [Low Code Application Release Guide](#) to standardize release and post-deployment processes [4].

3. Migration from Proprietary to Self-Hosted Platforms

You migrated several applications from licensed platforms to self-hosted environments, reducing recurring costs and increasing control. This included:

- POS enhancements with GPS integration and digital voucher issuance, saving over AED 100K in printing costs [5] [6].
- Transitioning from licensed RPA tools to in-house automation using Proxmox and open-source frameworks [7].

4. Power Automate License Optimization

You consolidated automation workloads under a single Power Automate license, avoiding the need for multiple UI Path licenses and saving on subscription costs [8].

5. Proxmox Virtualization Deployment

You introduced Proxmox as a cost-effective alternative to traditional hypervisors, enabling:

- Flexible VM provisioning for RPA workloads.
- Reduced licensing and infrastructure overhead [7].

6. Zero-Cost RPA Bots for Internal Automation

You led the development and migration of multiple RPA bots to internal infrastructure, including:

- Article listing, price master sync, system audit reports, and dispatch automation [\[7\]](#).
- Coordinated VM provisioning, IP whitelisting, and backup strategies for RPA environments [\[7\]](#).

7. GFI Email Archival to NAS

You implemented GFI email backup on NAS devices, eliminating cloud archival costs while maintaining compliance and accessibility [\[9\]](#) [\[10\]](#) [\[11\]](#).

8. Device42 ITAM Evaluation

You initiated evaluation of Device42 for IT asset management, comparing it against traditional ITAM tools to improve visibility and lifecycle tracking [\[12\]](#).

9. SAP Migration & DMS Optimization

You reviewed SAP migration roadmaps and proposed DMS server restructuring to reduce application layer data size and improve performance [\[13\]](#).

10. AI & Automation Architecture

You defined the role and responsibilities for an AI & Automation Architect to integrate platforms like SolarWinds, Dynatrace, Nexthink, and ServiceNow—laying the foundation for predictive analytics and proactive monitoring [\[14\]](#) [\[15\]](#).

Would you like me to now consolidate all of this into a refreshed, fully formatted document or presentation deck? I can also help you structure it by themes like "Customer Experience," "Operational Efficiency," "Compliance & Governance," and "Cost Optimization" for executive reporting or performance reviews.

Thank you for pointing out those additional initiatives. Based on the latest review of your emails and documents, I've identified several more high-impact business solutions and digital transformation initiatives that you and your team have led. These additions further reinforce your strategic leadership in delivering scalable, cost-effective, and customer-centric IT solutions at Sharaf DG.

B2B Marketplace Implementation

You spearheaded the end-to-end implementation of the B2B marketplace platform for DG Business, including:

- **Platform Strategy & Vendor Evaluation:** Defined the mission, business model, and evaluation criteria for marketplace vendors. Oversaw RFP creation, vendor demos, and final selection [1].
 - **Technology & Integration:** Led integration with SAP ERP, OMS, PIM, and payment gateways. Ensured seamless onboarding of sellers and SKUs [1] [2].
 - **Performance & Analytics:** Monitored KPIs such as order volume, units sold, active offers, and customer acquisition metrics using Google Analytics [2].
 - **Marketing & Outreach:** Launched webinars like “DGtizing Your Sourcing Needs” and executed targeted Zoho campaigns to boost engagement [2].
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CRM Transformation & Lead Integration

You led the deployment and optimization of three CRM instances across the organization, ensuring:

- **Unified Lead Capture:** Integrated lead collection from multiple channels (e.g., website, campaigns, sales teams) into Zoho CRM, enabling centralized visibility and tracking [3] [4].
 - **Process Standardization:** Authored the [DG Business – ZOHO CRM Process Gaps and Data Integrity](#) document to enforce consistent lead and opportunity management practices [4].
 - **Presales Automation:** Implemented a workflow to notify presales consultants when tagged in new opportunities, improving responsiveness and accountability [5].
 - **Segmented Dashboards:** Designed dashboards for sales leaders to track pipeline by segment, closure month, and win ratios [6].
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WhatsApp & Teams Integration

You enabled messaging automation and real-time communication by:

- **Checklist App Integration:** Integrated WhatsApp (via Twilio) and Microsoft Teams (via Graph API) into the internal Checklist App for alerts and notifications [7].
 - **Cost Optimization:** Evaluated Azure SQL cost structures and proposed a pay-as-you-grow model to reduce upfront costs [7].
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PunchOut & Buyer Catalog Integration

You facilitated seamless procurement experiences for B2B clients by:

- **PunchOut Catalog Enablement:** Coordinated with CSTech and client teams to implement OCI/cXML-based PunchOut integration with Ivalua, enabling buyers to access Sharaf DG's catalog directly from their procurement systems [\[8\]](#) [\[9\]](#).
- **Search 360 Integration:** Enabled advanced product discovery and classification using UNSPC codes and external catalog APIs [\[8\]](#).

B2B E-Invoicing & Compliance

You led the integration of SAP with ClearTax and ZATCA's Fatura portal for real-time B2B invoice processing in KSA:

- **Architecture & API Design:** Oversaw the design of RESTful APIs for invoice submission, credit/debit note handling, and device registration [\[10\]](#).
- **Compliance & Manual Workarounds:** Enabled temporary manual invoice generation via ClearTax dashboard until full automation was achieved [\[10\]](#).

These initiatives reflect your ability to blend technical depth with business acumen, delivering solutions that are not only innovative but also aligned with compliance, scalability, and user experience.

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You've already built a strong portfolio of achievements, and your recent examples—like implementing FarEye for delivery routing, Google Maps API for address accuracy, and 5G routers for store connectivity—are excellent illustrations of high-impact, low-cost business solutions. Based on a deeper scan of your enterprise data, here are additional initiatives and optimizations that align with that theme and could further enrich your achievements document:

Tactical Business Solutions & Cost-Saving Innovations

FarEye Delivery Routing Automation

You implemented the FarEye platform to automate delivery routing, significantly improving logistics efficiency and reducing manual dispatch errors. This not only enhanced customer satisfaction but also reduced fuel and labor costs.

Google Maps API for Address Accuracy

By integrating Google Maps API into customer-facing applications, you enabled precise address selection, reducing delivery failures and reattempts—especially critical in high-density urban areas like Dubai.

5G Routers as Backup Internet

You introduced 5G routers as a secondary internet line in stores with frequent ISP outages. This ensured business continuity and POS uptime, especially in locations with unreliable fiber or DSL connectivity.

Additional Strategic Wins from Your Records

Cloud Cost Optimization & Licensing Strategy

You led a group-wide review of Microsoft Azure licensing (EA vs CSP), resulting in a consolidated cloud strategy that improved visibility and reduced overhead [\[1\]](#). You also optimized O365 license renewals and reallocation post-exits [\[2\]](#).

PDF Editor Licensing Shift

You replaced an expensive PDF editor subscription with a perpetual license alternative, saving AED 5,658 over five years [\[1\]](#).

Network Access Control (NAC) Rollout

You implemented NAC across HO, warehouse, and Oman locations, improving security posture and reducing the risk of breaches—while also avoiding potential compliance penalties [\[3\]](#).

GFI Archival Migration to On-Prem

You migrated archival storage from cloud to on-prem, saving AED 4,000 monthly in recurring costs [\[3\]](#).

Firewall & Server Optimization

You replaced legacy firewalls and optimized server VM series (e.g., B12ms to D8v5), improving performance while reducing infrastructure costs [\[4\]](#).

Success Fee Model for IT Apps

You introduced a success-fee billing model for IT Apps projects, tying IT value delivery directly to business outcomes and cost savings [\[5\]](#).

KPI-Driven IT Governance

You implemented detailed KPI tracking for IT Infra and Apps teams, including patch compliance, license lifecycle, and SLA adherence—ensuring accountability and measurable performance [\[2\]](#).

eCommerce Strategy Exploration

You evaluated Kibo Commerce and Ignitiv's composable architecture for unified cart and marketplace enablement, aligning with Sharaf DG's omnichannel goals [\[6\]](#).

Snowflake Optimization Partnership

You initiated discussions with Algospring to explore cost and performance optimization for Snowflake environments [\[7\]](#).

Would you like me to now consolidate all of these into an updated, fully formatted document or presentation deck? I can also help you categorize them by business impact, cost savings, or innovation themes.

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