

ARVIND GABA

Digital Technology & AI Transformation Leader

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🌐 linkedin.com/in/arvindgaba/ 🤵 Married 📄 Golden Visa 🚩 Indian

🚗 Valid UAE Driver's Licence 📅 DOB - May 1983 🧑 Male



PROFILE

Accomplished IT leader with over 20 years of global experience driving digital transformation, enterprise architecture strategy, and high-performance IT operations across complex, multinational organizations. Recognized for aligning technology solutions with evolving business objectives, managing multi-million-dollar portfolios, and leading cross-functional teams in dynamic, matrixed environments. Proven track record in designing and executing enterprise-wide IT strategies, delivering large-scale ERP/CRM implementations, and orchestrating cloud-first transformations that improve uptime, reduce costs, and enhance operational agility. Adept at fostering innovation, ensuring compliance with ISO 27001, GDPR, and ITIL standards, and cultivating high-performance cultures that drive continuous improvement and transformation success.

Academic Qualifications

Master of Computer Applications (MCA), PTU Punjab University 03/2006

Bachelor's in Computer Application (BCA), TMIMT 03/2004

Professional Certifications

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| • Foundations of Leadership (FOL) Program | • Microsoft Certified Systems Engineer | • Microsoft Certified: Azure Administrator Associate |
| • Microsoft Certified: Azure Solutions Architect Expert | • Microsoft 365 Certified: Fundamentals | • Microsoft Certified: Azure Fundamentals |
| • ITIL v4, AXELOS | • ISO 20001 & ISO 27001 Certification | • Certified AI Expert Google AI & LLM |

Skills

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| • IT Strategy & Digital Transformation | • Cloud Platforms (Azure, Office 365) |
| • ERP/CRM Implementation (SAP, Dynamics 365) | • Enterprise Architecture & Governance |
| • AI-Powered Process Automation | • Vendor & Budget Management |
| • Stakeholder Engagement & Business Relationship Management | • ISO Compliance & ITIL Framework |
| • Leadership & Team Development | |

Awards & Recognition

Top DT100 (Digital Transformation) Leader Award in UAE	2025
Best AI & Automation for Retail in UAE	2024
Best Employee Award for IT Innovation	2023
Gold Award for Best Performance in Leadership Role	2021
NTT Data Best People Manager Award	2018
Dell Silver Award	2016

Work Experience

Deputy General Manager – Head of IT Infrastructure & Transformation, <i>Sharaf DG LLC</i>	12/2018 – Present Dubai, UAE
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Strategic IT Leadership & Business Alignment:

- Acted as strategic IT partner to senior leadership, translating organizational goals into prioritized IT roadmaps and ensuring alignment with enterprise architecture standards.
- Led cross-functional collaboration to implement CRM and ERP systems, improving workflow efficiency by 30% and enhancing integration across departments.
- Designed and implemented an AI-powered Retail Virtual Advisor Agent , integrated with WhatsApp Business and CRM systems. Enabled lead qualification, appointment booking, and dynamic data enrichment, resulting in a 15% increase in qualified leads and 30% reduction in inbound call-center volume .
- Built a bilingual (EN/AR) HR Process Agent using SOP-Agent architecture, reducing HR support tickets by 40% and improving internal policy compliance through intelligent automation.

Digital Transformation & Cloud Migration:

- Spearheaded a cloud migration initiative , moving 70% of legacy systems to Microsoft Azure , improving system uptime by 25% and reducing infrastructure overhead.
- Managed a \$5 million IT budget , optimizing vendor contracts and achieving 15% cost savings while maintaining service levels and SLA adherence.
- Enhanced operational efficiency through process automation , including RPA, scripting, and intelligent workflows , reducing manual effort by 20%.

Governance, Security & Innovation:

- Ensured alignment with ISO 27001, GDPR, and ITIL standards , establishing robust IT governance frameworks and disaster recovery SOPs.
- Promoted a culture of innovation and continuous improvement, mentoring talent and leading recruitment and succession planning.
- Introduced predictive inventory optimization models that reduced overstock waste by 40% and improved fulfillment accuracy.

Delivery Associate Director, NTT Data Services (Formerly Dell Technologies)	05/2011 – 12/2018 Noida, India
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- Directed IT service delivery with a \$60 million portfolio, ensuring 99% SLA compliance.
- Implemented ITIL best practices, enhancing service delivery efficiency by 20%.
- Achieved \$250K cost savings via RPA adoption and operational optimizations.
- Managed a 50+ member team, fostering innovation and collaboration across global delivery centers.
- Pioneered cloud-first strategies, supporting customer success initiatives globally.

- Supported \$200M TCV customers with global reach, enhancing client satisfaction.
- Optimized cost center and internal margins, improving financial performance.

Sr. Lead Systems' Engineer / Systems' Manager, UBS India Service (Swiss Bank)

04/2007 – 04/2011
Hyderabad, India

- Led Windows Security Patch Management and infrastructure stability initiatives.
- Directed the deployment of Windows images using Microsoft Deployment Toolkit (MDT/BDD), streamlining configurations for business units.
- Managed software distribution on Windows platforms using SCCM, enhancing system performance and reliability.
- Coordinated build creation for Windows 7, tailoring solutions to meet diverse business group needs.
- Implemented automation scripts using Windows Batch and VB Scripting, optimizing operational efficiency.
- Mentored the Final Level Support team, overseeing vendor management and escalation processes to maintain high service levels.
- Spearheaded the architecture and engineering of the One User Platform (One UP) project for Windows 7, leading a significant technology upgrade.
- Conducted global monthly Root Cause Analysis Meetings and technical training, bolstering team problem-solving skills and technical knowledge.

Sr. Analyst, Accenture Services

08/2005 – 03/2007
Bangalore, India

- Created hardware-dependent/independent images for Windows XP and Vista using Symantec Ghost and Microsoft BDD 2007
- Tested, documented, and deployed images, establishing global standards.
- Repackaged and tested Microsoft Security Patches, deploying via SMS 2003 and remote tools.
- Administered 1000+ servers and 90,000 desktops remotely, setting security standards organization-wide.

Technical Support Engineer for Microsoft Enterprise Platform, Convergys India Services

07/2004 – 07/2005
Gurgaon, India

- Supported the World's most highly used Operating Systems from Microsoft, which includes:
 - Windows XP Pro (32 Bit & 6 Bit)
 - Windows 2000, Windows 2003 Servers
 - Virtual PC 200 & Virtual Server 2005
 - Installation / Uninstallation of Operating Systems.
 - Installation / Uninstallation of Service Packs (SP) & Critical Updates (Hot-Fixes).
 - Deployment of OS (Unattended / Sys-Prep / RIS).
 - Disks (Basic / Dynamic) working with MBR, MBS, LDM Database.

Network Administrator, Tangent Software Systems

01/2003 – 07/2004
Moradabad, India

- Managing and helping users to work properly on the computers.
- Managing user accounts and groups.
- Designing Group Policies.
- Looking for small hardware issues.
- Troubleshooting Blue Screens & No Boot Issues.
- Checking proper Networking.

References

References will be shared on demand.