**Mostafa Raddaoui**

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**Chief Technology Officer**

IT Strategy & Technology Road Mapping | IT Operations & Governance | Infrastructure & Development Innovation | PMO

**CAREER PROFILE**

* Seasoned Executive Technology Leader Managing Multiple Cross-Functional Teams in IT industry
* Vertical Experience in: FinTech, E-commerce, Retail and Healthcare
* Deep Insight into the ROI and Business Impact to Technology Initiatives
* Excel at meeting business goals with effective use of technology
* Strategic Liaison/interpreter to Bridge the Technical & Non-Technical Communications Gap

**CORE COMPETENCIES HIGHLIGHTS**

**Team & Organizational Leadership:**

Infuses a culture committed to driving intrinsic business value, increasing efficiency, and extending capabilities through technology innovative products and solutions.

Assembles and cultivates highly talented and diverse teams, building their trust and earning their respect through consistent, disciplined leadership in a high-accountability environment

**Strategic Planning & Execution:**

Forges forward-looking strategic mindset with a “**Do It Right the First Time**” approach & attitude

Passionate change agent, assertively launching breakthrough technology initiatives, maps out long-terms strategies and delivers robust & innovative IT solutions which are in full alignment with business needs

Applies technology to advance the business strategy

**Business Communication:**

Articulates a clear vision, using an enthusiastic, persuasive communication style to drive efforts towards a common goal & objective. Capable to gain buy-in from all business stakeholders through active listening and addressing distinct business needs



# Demonstrated Achievements

* Implemented customer service improvement solutions, resulting in a 20% increase in participant retention from 73% to 93%
* Participate in establishing the development governance processes and controls to ensure that objectives are achieved, risks are managed appropriately, and the organization's technology resources are used adequately, as a result I reduced the development lifecycle in my division by 35% , streamlining processes through the implementation of agile methodology
* Introduces multiple new platforms to the business which increased productivity and expanded the trading and growth volumes by 35%, and automated FX Options groups workflow and increased productivity by 80%,
* Recognized for identifying cost-effective opportunities and implementing and improving technology and service strategies to support increased business workflow reducing consulting headcount/client ratio by 55% while maintaining excellent service levels and continuous production improvement
* Refined my organizational structure to consolidate, streamline and delineate necessary functions. Achieved fill-in rate of 80% for all open positions, while still Provides leadership, coaching and direction to the IT leadership team and staff
* Standardized client-facing processes end to end, reducing process steps by 60% and cycle time by 80% for customer onboarding
* Adopted an alternative operating model that looks at proactive obsolescence. This model works at eliminating incidents, thus it created incremental business value every day rather than a focus on only further reducing IT costs.



# Education

**POLYTECHNIC INSTITUTE**

Masters of Computer Science

Bachelors of Computer Science with a minor in Mathematics

**NEW YORK INSTITUTE OF FINANCE**

Derivatives Professional Certificate: Forwards & Futures, Short-Term Financial Futures, Long-Term Financial Futures, Hedge Accounting for Fwd and Futures, SWAP I & II, Options Market I & II, Hedge Accounting for SWAPS and Options

**MIT SLOAN SCHOOL OF BUSINESS**

Artificial Intelligence: Implications for Business Strategy

**PROFESSIONAL CERTIFICATES:**

ITIL Foundation v4 Certified (95%), v3 Certified

COBIT 5 Certified IT Governance Framework

Microsoft Certified Solutions Developer (MCSD) Certified

Microsoft Certified Solutions Expert (MCSE) Certified

Certificate in a Practical Guide to Implementing Enterprise Architecture

Certified in IPC Turret, IPC standards, skill development and certification



**Technical Stack Competencies**

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**DLT Technologies/Blockchain :** Bitcoin, Ethereum, HyperLedger, , Node.JS, Go Chaincode, Node Package Manager (NPM), Git, Docker, Grunt, Webpack, Gulp, Hyperledger Fabric, Hyperledger Composer, BigchainDB, SHIM APIs, Business Network Definition (BND), Blockstream, Eris, HydraChain, OpenChain, (Go Ethereum) Command Line Interface, REMIX IDE, EOS, & Quorum

**Cloud Technologies**: AWS, Azure, Google Cloud Platform, VMware, Rackspace & Kamatera

**Artificial Intelligence**: Machine Learning, Deep Learning, Chat Bots, Intelligent Machines & Natural Language Processing,

**Programming Languages:** Java(JDK, JVM, JSE, JCP, JST, JASON), C/C++, UNIX shell scripts, perl, Linux system & kernel programming, .Net, C#, Go Prog, JSON, PowerShell, JSX, JavaScript, TypeScript, Scala, Python, PHP, Solidity, Ajax, Ruby, C++, Objective-C, Swift, Smalltalk, R, Ruby and CoffeeScript

**Low-Code Development Platforms:** Appian, Mendix, OutSystems, Quick Base, Salesforce App Cloud, Zoho Creator, Microsoft PApps, Nintex, App Maker

**Design/Process:** OOAD, Design Patterns, Systems Development Life Cycle (SDLC): Agile methodology, Scrum framework (Scrum Master & Product Owner roles), LEAN Process, SIX SIGMA, ICONIX Process (UML-based object modeling with use cases), SOAP, traditional waterfall, iterative, Microservices, Monolithic, SOA

**Development Methodologies:** Agile, XP, RAD, JAD, FDD, Scrum, Kanban, Waterfall, Stage-Gate

**Market Data Feeds & Platforms*:***

Reuters Feed, Broker Feeds including GARBAN, PREBON, GFI, EUROBROKER, ISE , StreamBase, APAMA Workbench,

Options Feed, Calypso, Boston Exchange options Feed, Montreal, and Exchange options Feed Direct Feeds –

ARCA, BRUT, CME, NYSE, NASDAQ, CBOT, MEX, BPOD, Market Data APIs, B-PIPE, FIS (Integrity & Quantum), Mysis, Summit, Murex

**Databases:** MS SQL, MySQL, DB2, Oracle, Sybase, MongoDB, BigQuery, Hadoop, SQLite, PostgreSQL, Redis

**Hardware and Software Platforms:** VMware, OpenStack, Oracle RAC, Exadata, Apple, IBM, HP, Windows, OS X, iOS, Android, AIX, HPUX, Linux, AS400, Solaris

**Tools:** Tensorflow, Grunt, Gulp, Node Package Manager (NPM), Theanos, Enzyme, Mocha, Jest, SonarQube

**Application Programming Interfaces:** REST, GraphQL, JAX-WS, Spark, SOAP, JSON-RPC, and XML-RPC

**Messaging Protocols**: MQ, TIBCO, CORBA, TCP/IP, HTTP, SMTP, IMAP, POP3, FTP/SFTP, AMQP, MQTT, STOMP, FIX

**Web Development & Frameworks Stack:** Angular, React, Vue, Meteor, Yii, Laravel, Ruby On Rails, Spring MVC, Django, Express, Zend, Koa, Kendo, Drupal, Apache Spark, Node, Git, Webpack, Djnago, Bootstrap, Grails, Vaadin, Mojolicious, Spark, Apache Axis, Apache Storm, Flask, LAMP, WordPress, Magento, Joomla

**Security Frameworks:** JAAS (Java Authentication & Authorization Services),Spring Security, Apache Shiro, HDIV

**Source Scanning Tools**: Open Source, Bandit, Brakeman, FindBugs, FindSecBugs, PMD, .Net Security Guard, CAST AIP and Fortify



# PROFESSIONAL EXPERIENCE & HISTORY

# Symbol Technology, Corp

**Chief Technology Officer Feb 2018 to Present**

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* Serving as Executive in charge of worldwide information systems and technology, Product Management, Technology Delivery, User Experience, Production Infrastructure, Project Management Office, Data Science, Production Security & Corporate IT. Providing enterprise leadership and direction in the management and operation of all information systems and technology
* Overhauling company’s technology stack by implementing innovation-focused processes: Adopt increased automation, DevOps, Artificial Intelligence/Machine Learning, Clouds, Microservices vs Monolithic architecture, moving from a shared services model to a product-first agile culture, Infrastructure as a Service (IaaS) to improve market adaptability and agility.
* Supporting company growth of 25% YoY and into the bottom line profitability
* Contributing generally to the overall strategic direction, development and future growth of the company by advising on M&A
* Developed an innovative technology road map to optimize the performance of all systems, deployed a new payment system and financial solutions, and created a technology refresh program which will improve capital planning
* Launched a PMO to drive projects transparency/visibility across all stakeholders, leading the IT governance initiatives by creating a comprehensive web-based KPI reporting engine
* Driving operating costs down 37% during my 1st year in charge, while maintaining service levels through strict budgetary control and effective vendor management to ensure competitive pricing, without compromising on solutions’ quality
* Delivering a world-class blockchain solution which re-invent the way the mobility ecosystem trades data using Blockchain based on both Ethereum and Hyperledger, improve data sharing through the adoption of decentralized protocols focused on E-commerce, Financial & Healthcare Sectors, through web & app applications, allowing the businesses to expand & grow profit (Digital Identity Engine, Validation Engine, Profile Manager Engine, Wallet recovery Process, Integration to External Market Places, Signing & verification algorithm for both private & public keys, smart contracts)
* Leveraging AI to deliver personalized recommendations, and enhance the personalization efforts to "create different experiences for SELF customers through product-related content
* Created and constantly improving Symbol’s API and SDK portfolio

# Bank of Tokyo Mitsubishi-UFJ

**Vice President of Capital Market Technology May 2007 to Feb 2018**

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* Responsible for Product Management, Technology Delivery, User Experience, Production Development, Production Infrastructure ,Project Management, Security & Corporate IT for the Fixed Income, FX, Investment Banking and Compliance/Regulatory business units
* Improved FX Options Trading by $20 M by streamlining and automating critical business processes, design and developed an STP FIX based process to report trade to GTRs and SDRs in real-time, and the implementation of an electronic trading platform for Fixed Income and FX business units.
* Reduced $6 Million on annum Market Data expenses by deploying new, less expensive, more efficient services, negotiation of new services contracts and consolidating data feeds, developing in-house feeds to our systems
* Heads the Regulatory and Compliance Enterprise Content Management (ECM) group. Responsible for the technology strategy, budget, architecture, implementation and support of all content management, collaboration and portal platforms. These include responsibility for the HPE Content Management platform and SharePoint 2013. Involved in strategy, planning and architecture for this program
* Manages department of large group of Developers, DBAs, and System Engineers, and Implemented disaster recovery (DR) play book to capture and streamline procedures in case of DR
* Spearheaded bank wide implementation of Dodd Frank Regulation implementation. Led the modification of the banks IT, Business workflows, and Trade workflow to comply with Dodd-Frank regulatory legislation; designed Recordkeeping solution recognized by HP and received an excellence award for it. (RT, Portfolio Recon, SEF, FN 513 and RK (Entity and Transactional level), and implemented AI and Machine Learning into regulatory and electronic trading systems
* Involved in a global initiative to implement Cryptocurrency and DLT technology to the bank, using Hyperledger, oversaw Node.js development working various blockchain daemons: Bitcoin, Ethereum, and Forknote

# Fannie Mae

# VP of Capital Market Technology April 2002 to April 2007

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* Managed teams of highly skilled professionals responsible for the overall operational stability of the Trading Floor, voice, Market Data Serveries and Multicast Market Data networks. Provided technical and management oversight of the growth, maintenance and operational processes supporting Fannie Mae’s Trading Floor
* Re-architected business critical, revenue generating Rates system to protect and grow a $50 million of business revenue, by established high stability, performance, and scalability in a previously failing environment,
* Directed the development and implementation of Market Data strategy and approach through the firm, by consolidating feeds and acquire new stated of the art backbone infrastructure and led multi-location teams to design and implement real-time systems to integrate with BPOD
* Held all financial responsibility for product development, implementation, support, and all trading floor servers/network, margins and R&D budget.
* Managed department of more than 20 employees with 4 direct reports.
* Responsible for day-to-day management and coordination of a broker/dealer systems, brokerage and advisor operations, client services, IT/development, project management, compliance departments
* Created team to prototype and test emerging technology, including cloud, analytics leading to increased technical depth and new applications

# Brickman Group

# Regional Director of Enterprise Technology March 2000 to April 2002

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* Responsible for managing all day-to-day company’s Northeast clients, client services, IT/development, project management , accounting for more than $10 million in yearly revenues, Worked with Management and various groups to implement service for customers recovery needs. Supervised four Engineers
* Responsible for establishing and implementing strategic plans, policies, standards of IT architecture while minimizing labor overlap not just through labor arbitrage, but through applying ITIL principles and eliminating incidents
* Implemented centralized communication channel to deliver clarity within the department and create a sense of common purpose throughout a massive statewide organization successfully implemented multiple IT projects ranging from $140K to $500K, provide the technical knowledge and vision to support the company’s business objectives, and evaluate and recommend all software for business processes.
* Spearheaded infrastructure upgrades of the major hubs, by upgrading their connectivity to T3, then connect smaller branches to the nearest hub, while strengthening the security apparatus by upgrading the cisco firewalls and VPNs
* Developed a strategy on the adoption of various IT technology standards, methodologies, platforms, architectures, billing systems, and vendor/client management

# Ion Idea

# VP of EngineeringJune 1998 to March 2000

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* Reorganized the company’s 120-person offshore development team to improve responsiveness and quality
* Spearheaded the design and development of real-time market data delivery systems serving over 500 clients internationally over public and private networks. Developed for multiple feed protocols and APIs including Reuters Triarch, Bloomberg and proprietary Java client software for Artemis Holdings
* Spearheaded the design , development and deployment of a back-office clearance and settlement systems to facilitate a wide variety of mortgage-backed securities including TBA, CMO and ARMS as well as US Treasury Bills, Bonds and Notes with C/C++ and JAVA for a client a Hedge Fund in McLean, VA
* Responsible for the IT infrastructure in the North American branches, which included multiple offices across the US, and providing DR environment and making sure that the IT environment is available 24x7
* Improved the IT work intake process flows within the Remedy ARS tool and provided a Web interface for end-users to submit issues, improving IT’s customer responsiveness and improving IT’s business alignment
* Spearheaded the deployment of open-source monitoring, load-balancing & clustering solutions and developed autonomic recovery tools to improve mean recovery time and reduce outage frequency both in the US and India.
* Managed & staffed various server and systems engineering groups setting global standards across the firm. Improved the collaboration between the engineering groups and support groups; frequently leveraged support groups to participate in engineering new technologies and methodologies, contributing to increased acceptance of the standards proposed by the central engineering team.
* Led the development of security and Web server architecture for the Intranet and Internet Web portals.
* Led the development and testing and deployment of an OTC pricing and reference data value proposition powering a proprietary desktop, platform and feeds business

**More Job Experience is available up on request**

**Languages spoken fluently:** English, French, Italian, Spanish and Arabic