**RAUL SAMADI**

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**CORE COMPETENCIES**

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| --- | --- |
| * Digital & IT Transformation | * Business & Commercial Acumen |
| * Data & Application Migration | * Infrastructure Migration |
| * Strategy & Mission Planning | * Stakeholder Management |
| * Program & Product Management | * Leadership & Coaching |
| * CX Strategy & Implementation | * Team & Vendor Management |
| * Cost & Budget Management | * Process & Policy Optimization |

**EDUCATION AND CERTIFICATIONS**

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| --- | --- |
| [**Monash University**](http://www.monash.edu.au/)   * *Bachelor of Computer Science*, 2004 * *Prince2 Certification*, 2007 | [**Dimension Data**](http://www.dimensiondata.com/en-AU/AboutUs)   * *ITIL V3 Certification*, 2008 * *VMWare Infrastructure 3*, 2009 |
| * *CCNA & MCSA - Attended* | * *Advanced MS project - Attended* |

**PROFESSIONAL EXPERIENCE**

**Majid Al Futtaim,** Dubai – Property & Construction

IT Head/Partner  Jun 2015 – Mar 2019

* Digital & IT Strategy to Delivery
* Multiple Transformation programs (MSP, Waterfall & Agile)
* C-level stakeholder, teams & Vendor Management (RFIs, RFPs, Contracts etc.)
* CI/CD whilst Leading change & adoption
* Business process optimization and re-design (CX & IT)
* Oracle ERP (eBusiness) Suite implementation
* SaaS based Oracle CX implementation (Sales, Service & Marketing Cloud), including:
  + RFI, RFQ & RFP initiation with procurement & function heads
  + Vendor assessment, scoring, selection & contract negotiation
  + Integration with a mix of on-prem and Cloud/SaaS platforms
  + Integration with on-prem ERP solution (Oracle e-Business suite)
  + Integration with legacy of Mobile sales & CRM solution (iOS/AWS)
  + End to End delivery including change management
* Document Management System (Kofax CCM & KTA) implantation
* GIS solution implementation program (AWS)
* Oracle Business Intelligence (OBIEE/PowerBi) implementation (AWS)
* Infra cloud migration & Wi-Fi upgrade initiative delivery
* In-house application development & delivery
* Greenfield site setup and delivery
* Supported ServiceNow, VSTS, Jira deployment
* IT costing & annual budgeting (Capex & Opex)

**Philip Morris International,** Geneva **-** Global FMCG

Business Engagement Manager Jun 2010 – Mar 2015

* Digital & IT Strategy to Delivery (End to End)
* Global transformation programs & projects (MSP, Waterfall & Agile)
* Business process enhancement and re-design
* CI/CD whilst Leading change & adoption
* C-level stakeholder engagement
* Geo-dispersed Team & Vendor Management (RFIs, RFPs, Contracts etc.)
* Collaborated with global Sales, Marketing, Procurement, Finance
* Implementation of global Campaign Management solution (IBM Unica/Cloud)
* Implementation & Integration of global Content Management System (Cloud)
* Implementation & Integration of central Customer Data Management System
* Mobile Sales & Marketing tools for Sales Reps & Hostesses
* Web sites & eCommerce sites including payment gateways
* Supported ServiceNow & Jira deployment as well as adoption
* Implementation of custom Reporting & Dashboarding tools
* Global packaged deployments for new site offices including site setup
* Costing & periodic budgeting for all initiatives (Capex & Opex)

**Supreme Global Services,** Dubai **–** UN Retail

IT Manager(contract) Nov 2009 – Jun 2010

* Managed IT strategic roadmap & budgeting
* Matrix managed & coached geo-dispersed teams across Middle East
* Geo-dispersed stakeholder & Vendor Management (RFIs, RFPs, Contracts etc.)
* Collaborated with BU heads to streamline business processes & solution delivery
* Delivered collaboration tools (Skype & SharePoint)
* Directed the implementation & design of new ERP (Microsoft Dynamics AX & CRM)
* Managed POS upgrade from Microsoft Navision to Retail Pro
* Systems design and business process enhancement
* Managed & supervised local & remote infrastructure sites including setup of new offices.

**Department of Human Services,** Melbourne **–** Government

Senior Projects Manager Jun 2008 – Nov 2009

* Managed IT budget, resources & vendors for all projects.
* Senior Stakeholder Management
* Team & Vendor management
* Assisted standardise delivery framework (PMO)
* Assisted implement Service Deliver standards (ITIL)
* Delivered fully fledged BI solution
* Supervised delivery of complex application integration, data migrations & hosting environments
* Delivered Server virtualization, SAN implantation, clustering etc.
* Application development & Integration projects for HIS, HIPS etc.

**IBM Australia,** Melbourne **–** Consulting Services

Senior Consultant (contract) Jun 2007 – Jun 2008

* Developed & leveraged strategic relationships, identifying & leading to sales opportunities
* Strategic Account & Stakeholder Management

**Downies Coins,** Melbourne **–** Retail Chain

Project Manager Apr 2006 – Jun 2007

* Stakeholder & Vendor Management (RFIs, RFPs, Contracts etc.)
* SAP R3 implementation & adoption
* Microsoft CRM, RMS & BI implementation

**Telstra Corporation,** Melbourne **–** Telecom

IT Support Jan 2005 – Apr 2006

* Provided support to end users on hardware and software, network components and peripherals