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# DAWOOD ALI

## INTRODUCTION

I'm an ICT professional with over 17 years of experience in software development, now backed by an MBA and solid leadership skills. I've worked across a range of industries—from education and aviation to banking and e-commerce—delivering practical, business-focused tech solutions. I enjoy connecting technical know-how with big-picture thinking and have a strong track record of leading teams and seeing projects through from start to finish.

## AREAS OF EXPERTISE

- **Solution Architecture –** Designing and leading software architecture to ensure scalability, maintainability, and alignment with business objectives.
- **DevOps & Release Management –** Driving continuous integration, automated deployment, and release processes in agile environments.
- **Test Automation –** Developing automated testing frameworks to enhance software quality assurance and reduce release cycles.
- **Web Application Development –** Building responsive, high-performance web applications and websites.
- **API Development & Orchestration –** Designing, developing, and integrating RESTful and SOAP APIs for service interoperability.
- **Data Science & Machine Learning –** Applying data mining, classification, and predictive modeling techniques to extract actionable insights.
- **Payment Systems –** Developing and integrating secure online payment gateways, implementing fraud detection and prevention strategies.
- **Full Software Development Lifecycle (SDLC) –** Gathering requirements, architecting solutions, coding, testing, deployment, support, and user training.
- **Database Design & Administration –** Designing, implementing, and maintaining relational and NoSQL databases.
- **Multi-Platform Development –** Creating desktop, mobile, Windows CE, and PDA applications.
- **Real-Time Data Streaming –** Engineering solutions for high-volume, low-latency streaming over the internet.
- **Data Integration & Intelligence –** Combining data sources and building systems for analytics, intelligence, and reporting.
- **Agile Project Management –** Managing projects with Scrum, maintaining user story boards, and facilitating sprint planning and retrospectives.

## SOFT SKILLS

- Excellent Communication Skills, Client/User Interaction
- Strong Leadership skills, Team player, Professional attitude to work
- Strategic planning and execution.
- Ability to work under Pressure and tough deadlines, Problem solving skills

## TECHNICAL SKILLS

**Domain Knowledge**

| | | |
|---|---|---|
| Student Management systems | **Airline** / Aviation Industry (**PSS**) | Online hotel reservation systems (GDS) |
| Media and Broadcasting | Online Payment Services (**Payment** Gateways) and E-banking | |
| E-Commerce | Open Banking, | Artificial Intelligence |
| Block chain | HR – Payroll / **HCM** | Agentic & Generative AI |
| Cloud Computing (Azure / AWS) | Banking, Finance and Investments | |
| Agile practices (**Scrum** certified) | Project Planning, Management & Execution | |

| | |
|---|---|
| **Programming Languages** | • **C#, Java, JavaScript, Python, Typescript, VB6, VB.Net, C++, Pascal, SQL & PHP** |
| **Source code management** | • **GIT Hub / LAB, Azure DevOps, SVN, VSO, MS TFS** |
| **Tools / IDES** | • Visual Studio .Net, Visual studio Code.<br>• Eclipse, Net Beans, SOAP UI, Fiddler, JMeter, IBM Datapower, Canva, etc.<br>• X-Code (IOS), Adobe Photoshop, Workday Studio, Davinci Resolve, Project Libre |

**Technologies**

| | | |
|---|---|---|
| ASP.Net (Core) \| MVC \| WCF \| WPF \| Web API | Ajax \| Flash \| Photoshop | Web services (SOAP/ Rest) |
| Node JS \| Angular \| VUE \| Knockout JS \| React | Xamarin app development | cloud computing (Azure / AWS) |
| SaaS \| PaaS \| IaaS | HTML5 \| CSS3 \| XAML \| XML \| XSLT \| JavaScript \| jQuery | |

| | |
|---|---|
| **Databases + Reporting Tools** | • **MS SQL Server** (**strong command on TSQL**) and MS Access<br>• Oracle and MYSQL **Entity Framework, NOSQL Databases**<br>• Crystal Reports<br>• SSRS, Workday RaaS, PRISM, etc.<br>• Oracle Reports |

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## Career Summary

| | |
|---|---|
| **Westpac New Zealand {Christchurch / Auckland}**<br>Integration Engineer (Human Resource Services) | January 2023 – Till Date |
| **Provoke Solutions {Christchurch NZ}**<br>Senior Software Developer | January 2022 – January 2023 |
| **eStar Online Ltd {Christchurch NZ}**<br>Senior Software Developer | December 2020 – January 2022 |
| **Edge Learning Solutions {Palmerston North NZ}**<br>Lead Software Developer | January 2018 – November 2020 |
| **Dubai Aviation Corporation (FLY DUBAI) {Dubai}**<br>IT Developer / Architect | May 2016 – Dec 2017 |
| **CIB Finance {Dubai}**<br>Technical Lead | July 2013 – May 2016 |
| **Point Pay (CM Network) {Danish based firm in UAE}**<br>Senior Software Developer | March 2012 – May 2013 |
| **Infinity TV FZ LLC {Dubai UAE}**<br>Computer / Web programmer | January 2009 – March 2012 |
| **Expertek Cyber Solutions {USA based in KHI Pakistan}**<br>Web Developer | January 2008- December 2008 |
| **CRUC FAST (Microsoft Innovation Centre)**<br>Internee | June 2007 - August 2007 |

## ACADEMIC RECORD

| | |
|---|---|
| **Master of Business Administration**<br>University of Otago New Zealand | 2022 – 2024 |
| **Bachelor of Science (Computer Science)**<br>FAST- National University of Computer and Emerging Sciences, Karachi | 2004 – 2008 |
| **Higher Secondary Pre-Engineering Science**<br>St Patrick government College Karachi Pakistan | 2002 - 2004 |
| **Primary & Secondary Education**<br>Habib Public School Karachi Pakistan | 1992 - 2002 |

## ACHIEVEMENTS AND AWARDS

- Multiple time star performer nominations at Westpac New Zealand.
- Champions Award for outstanding performance during my tenure at fly Dubai
- 2nd Position in Inter Colligate Debates Competition.
- Having many appreciation certificates relevant to various sporting events.

## References

Strong business and educational references are available on demand.

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# Roles & Responsibility summary

- **Role at Westpac New Zealand Involved**
  - Managing and supporting hundreds of Data integration across human resource domain
  - Development of various data integrations using **Workday HCM** using different approaches.
  - Played a critical role in adaptation and implementation of Workday HCM across organization.
  - Providing state-of-the-art support for maintaining a data exchange ecosystem in strict adherence to high-compliance banking guidelines.
  - Providing valuable guidelines, and assistance in various new developments and project initiatives.
  - Bridging the gaps across various business units and external service providers.
  - Utilizing Operational excellence skills in optimizing the process and practices with in our squad.

- **What I did at Provoke Ltd**
  - Heavily involved in modernization of various apps being used by "**Fire and Emergency New Zealand**" which is a Govt entity and a client of Provoke Solutions.
  - Enhancing application codebases to prepare them for cloud deployment and porting them to MS Azure
  - Establishing automated DevOps processes by setting up builds and release pipelines for source code and release management
  - Successfully lead a POC project for legacy SQL 2012 database migration to modern Azure databases within time.
  - Assisting junior resources and filling the gaps where some technical information is missing in days in and out activities.
  - Preparing Extensive documentation to exchange findings and information with all stakeholders

- **Work I did at eStar Online Ltd**
  - Implemented the use of Device fingerprinting for fraud mitigation in eCommerce platform, which is being used by various big brands in Australasia such as (**Briscoes**, **Air New Zealand**, **Bed Bath & Beyond**, **REBEL Sports**, etc.)
  - Lead the development for digital fulfillment platform for digital picking from warehouses.
  - Requirement analysis and development for various features in e-com apps for major Australasia brand's such as (**Country Road**, **David Jones** etc.)
  - Automated testing initiative for source code built on legacy technologies to increase test coverage.
  - Assisted the junior developers during various phases of work.
  - Prepared Extensive documentation to exchange findings and information with all stakeholders

- **Work I did at Edge learning solutions (MUSAC Ltd)**
  - Working as a Lead software developer for three different apps company is offering to its customers (Edge SMS, Edge LM & Assay)
  - Identifying and resolving critical bugs reported across different applications and extending the application scope and usability by adding new features.
  - Assisting the organization in resolving various server administration issues
  - Assisting junior developers by providing support and knowledge when required
  - Maintaining the tasks board / sprint backlog over VSO also aiding in release management processes
  - Documenting the procedures that are required to setup new environments
  - Documenting where possible the existing information hidden in the running applications

- **Work at fly Dubai (Dubai Aviation Corporation)**
  - worked as lead software engineer on various payment related projects of the company to maximize the revenue and preventing the online fraud using my expertise and experiences
  - Helping the company's IT department in setting up their test automation along build / release automation for PSS projects
  - Working as skilled resource to maintain and upgrade the existing PSS (passenger service system) API's (Radixx Connect Point). Specifically handling the payment related areas
  - Supervising and assisting various application developers at offshore vendor's locations in getting various PSS projects done
  - Worked as software engineer in a large team to develop airlines loyalty program called (**Open Rewards**)
  - Worked for various other projects such as Interline, and code share etc.

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- **Work I did at Work at CIB Finance**
  1) CIB-PAY (www.cib-pay.com)
  
  Designed and developed a PCI compliant online payment gateway, to offer its services to various merchants in carrying out their online credit card transactions through the gateway.

  2) Online Hotel Reservation Application (**www.startbooking.com**)
  
  Designed the architecture of entire application performed requirement analysis and lead the development of application while controlling the team of developers and all relevant stake holders.

- **Work I did at Point Pay (CM Network)**

  | | |
  |---|---|
  | 1. Payment Gateway | 2) Chargeback Handler Tool |
  | 2. Recurring Payment Scheduler | 4) Support System |
  | 3. PIS Admin Application | 6) Point Deal Product Importer tool |

  Requirement gathering, Analysis, Design, Implementation, Custom Webparts Development, Integrations, Testing, Packaging and Deployment, Training and Support, Modification and Enhancements

- **Work I did at Infinity TV FZ LLC**

  | | |
  |---|---|
  | 1) www.infinitytv.ae Official web | 2) RED5 Video Streaming |
  | 3) Infinity TV IOS App | 4) Harris RTX Inscriber Application |
  | 5) Orad HDVG Graphic renderer | 6) SMS Simulation Tool |
  | 7) Infinity TV Social Community activities | 8) RED5 On web video recorder tool |

  Requirement gathering, Analysis, Design, Implementation, Custom Web Parts Development, Integrations, Testing, Packaging and Deployment, Training and Support, Modification and Enhancements

- **Work I did at Expertek Cyber Solutions**

  | | |
  |---|---|
  | 1) http://toolorbit.com | 2) http://www.uae-properties.com |
  | 3) http://www.nedaasc.org | 4) SRS Documents |

  Requirement gathering, Analysis, Design, Implementation, Custom Webparts Development, Integrations, Development & Deployment, Quality Assurance & Testing, Modification and Enhancements, Technical documentation writing.

- **Work I did at CRUC Microsoft Innovation Centre**
  1) ACENET
  
  Requirement gathering, Analysis, Design, Implementation, Development & Deployment, Enhancements, Technical documentation writing