

# DAWOOD ALI

## INTRODUCTION

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ICT professional with over a decade of experience in information systems design, development, and maintenance. I bring strong leadership and team champion skills, with a proven track record of delivering high-quality projects and initiatives from concept through to completion. My experience spans diverse industries including education, media, aviation, banking, and e-commerce, where I have consistently delivered practical, business-focused technology solutions. I excel at connecting technical expertise with strategic, big-picture thinking and thrive in collaborative environments where problem-solving and teamwork drive successful outcomes.

## Career Highlights

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### Westpac New Zealand (2023–Present)

Led critical HR data integration initiatives and played a key role in the successful implementation of Workday HCM across the organisation, delivering a compliant, secure, and highly efficient data exchange ecosystem within strict banking regulatory requirements. Leveraged extensive software development expertise to provide consultation and contribute to solution design within the Human Resources business unit. Actively engaged in driving new technology initiatives aimed at enhancing employee experience and operational efficiency across the bank.

### Provoke Solutions (2022–2023)

Modernised a monolithic application through redevelopment using React and .NET Core, including deployment and ongoing maintenance in Azure cloud. Developed the front-end for a container management system for the Ministry for Primary Industries (NZ) and contributed to proof-of-concept initiatives for migrating legacy SQL databases. Throughout my career, I have been actively involved in software development using agile practices while carrying out various DevOps activities to streamline delivery and improve system reliability.

### eStar Online (2020–2022)

Delivered fraud mitigation systems using device fingerprinting and led the development of digital warehouse fulfilment platforms for major Australasian retail brands, including Briscoes, Country Road, and David Jones. Actively contributed as a developer on the e-commerce platform iSAMS, designing and implementing new features and modules, resolving critical issues, and driving significant initiatives such as the development of the “Digital Picking” module for warehouse management.

### Edge Learning Solutions (2018–2020)

As Lead Developer, directed the development of one of New Zealand’s largest student management systems, used by hundreds of schools nationwide. Resolved critical issues, mentored junior developers, and introduced an agile development culture, including source code management best practices with Git and automated build and release pipelines. Led development of a school library management application and provided ongoing support for legacy mission-critical applications built in VB6.



## **flyDubai - Dubai Aviation Cooperation (2016–2017)**

Architected and developed secure payment system integrations and airline loyalty programs, enhancing fraud detection and revenue assurance. Key contributor to the payment systems team, improving the core Passenger Information System codebase to increase payment success rates and drive higher revenues. Designed and implemented fraud detection and prevention subsystems, including third-party transaction scoring integrations such as CyberSource Ready Queue, and optimised the efficiency of airline reservation processes.

Prior roles include Technical Lead at CIB Finance and Senior Developer at Point Pay (UAE), with early career experience in media channel. Where I Led the development & maintenance of a PCI DSS Level 1 payment gateway, online hotel reservation systems, and a range of applications for television channels, including official website and web streaming solutions.

## **Education**

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- MBA – University of Otago, New Zealand (2022–2024)
  - BS Computer Science – FAST-NUCES, Karachi (2004–2008)

## **ACHIEVEMENTS**

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- Multiple Star Performer nominations – Westpac New Zealand
- Champions Award – FlyDubai, for outstanding project delivery
- 2nd Place – Inter-Collegiate Debates (communication excellence)
- Having many appreciation certificates relevant to various sporting events.
- Various online learning certifications with continuously growing list.

## **AREAS OF EXPERTISE**

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- 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 (**Agentic AI Development using various frameworks**).
- 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**

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- 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	<b>Airline / Aviation Industry (PSS)</b>	Online hotel reservation systems (GDS)
Media and Broadcasting	Online Payment Services ( <b>Payment Gateways</b> ) and E-banking	
E-Commerce	Open Banking,	Artificial Intelligence Engineering
Block chain	HR – Payroll / <b>HCM</b>	<b>Agentic AI &amp; Gen AI</b>
Cloud Computing (Azure / AWS)	Banking, Finance and Investments	<b>Workday Integrations + Orchestrate</b>
Agile practices ( <b>Scrum</b> 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, IntelliJ, PyCharm
- Eclipse, Net Beans, SOAP UI, Fiddler, JMeter, IBM Datapower, Canva, etc.
- 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	LLM(s) Open AI, Claude, <b>Ollama</b> , Gemini, copilot	HTML5   CSS3   XAML   XML   XSLT   JavaScript   jQuery
Lang Graph, Autogen, Crew AI, <b>Semantic kernel RAG Implementation</b> , MCP, N8N		

### Databases + Reporting Tools

- MS SQL Server** (strong command on TSQL) and MS Access
- Oracle and MYSQL **Entity Framework**, **NOSQL Databases**
- Crystal Reports
- SSRS, Workday RaaS, PRISM,etc.
- Oracle Reports

### References

Strong business and academic references are available on demand.

