Career Summary

Senior IT Strategy Manager | IT Infrastructure & Security Leader | Digital Transformation Expert

Experienced IT leader with over 17 years of expertise in developing and implementing **IT strategies** that address current challenges and future opportunities. Proven ability to manage **IT infrastructure**, **security**, and **applications** to support seamless business operations. Skilled in leading **cross-functional teams**, managing third-party vendors, and driving **continuous improvement** in IT systems. Expertise in developing **three-year IT plans**, managing budgets, and delivering **ROI-focused IT solutions** that align with business goals.

Key Skills

- **IT Strategy Development**: Extensive experience in developing IT strategies and three-year plans, aligning IT initiatives with business objectives and future growth opportunities.

- **Infrastructure Management**: Expertise in managing always-available IT infrastructures, transitioning legacy systems to agile operating platforms, and ensuring high levels of performance and stability.

- **Application Development & Roadmap**: Skilled in managing the IT applications roadmap, ensuring that application enhancements are business-focused, ROI-driven, and aligned with the overall IT strategy.

- **Team Leadership**: Proven ability to lead and mentor IT teams, fostering a culture of continuous improvement and skill enhancement, while balancing internal and external resources for effective delivery.

- **Vendor & Third-Party Management**: Experience in managing third-party providers, ensuring contracts, service levels, and commercial arrangements are aligned with business needs.

- **Business Continuity & Disaster Recovery**: Expertise in developing and managing disaster recovery plans and business continuity strategies, ensuring system resilience and operational integrity.

- **IT Security & Data Protection**: Strong background in cybersecurity and data protection, responsible for identifying security risks and ensuring compliance with data protection regulations.

Achievements

- **IT Strategy Implementation**: Successfully developed and executed a three-year IT strategy, aligning IT initiatives with business objectives and delivering 30% cost savings through optimized infrastructure management.

- **Agile Platform Migration**: Led the transition from legacy systems to an agile operating platform, improving system scalability and reducing operational costs by 25%.

- **Security & Compliance**: Implemented comprehensive cybersecurity measures, resulting in a 40% reduction in security incidents and full compliance with data protection regulations.

- **Team Development & Leadership**: Fostered a culture of continuous improvement within the IT team, leading to a 20% improvement in service delivery and employee satisfaction.

Professional Experience

Emirates Group, Dubai

Senior IT Strategy Manager | Infrastructure & Security Lead
May 2023 – Present

- **IT Strategy & Roadmap**: Developed and executed a three-year IT strategy that addressed both current challenges and future opportunities for digital transformation, aligning with business goals.

- **Infrastructure Management**: Led the migration from legacy systems to an agile operating platform, ensuring high availability and seamless support for internal and external users.

- **IT Security & Data Protection**: Contributed to the organization's IT security and data protection activities, identifying vulnerabilities and mitigating risks through proactive security measures.

- **Team Leadership & Development**: Managed a cross-functional IT team, including the IT service desk, business analysts, and infrastructure specialists, ensuring skill enhancement and performance improvement.

- **Vendor Management**: Oversaw third-party vendors providing infrastructure services, ensuring alignment with contracts and SLAs.

ITFAQ Global Systems & Software Trading LLC, Dubai

IT Infrastructure Manager | Applications Lead
Aug 2022 – Nov 2022

- **Application Roadmap & Strategy**: Led the development of the business systems roadmap, ensuring that all enhancements delivered clear ROI and were aligned with business needs.

- **Data Protection & Security**: Implemented data protection and cybersecurity measures across the company, ensuring compliance with data privacy regulations and mitigating security risks.

ST Engineering Management Services Pte. Ltd., Singapore

Senior IT Manager | IT Transformation Lead
Dec 2012 – Mar 2021

- **IT Strategy Development & Execution**: Developed and executed a comprehensive IT strategy, supporting both organic and acquisitive growth while aligning with the company's broader business objectives.

- **Team Leadership & Coaching**: Managed a large, cross-functional IT team, mentoring individual team members, enhancing their skillsets, and driving improvements in service delivery.

- **Disaster Recovery & Business Continuity**: Designed and implemented the company's disaster recovery and business continuity plans, ensuring operational resilience and minimal downtime in case of disruptions.

Technical Skills

- **IT Strategy & Infrastructure**: IT Infrastructure Management, Agile Platform Migration, Business Continuity Planning

- **Application Development**: Business Applications Roadmap, ROI-Focused Enhancements, Process Automation

- **Tools & Platforms**: MS Project, Jira, Azure DevOps, VMware, Microsoft Dynamics, SAP

- **Methodologies**: Agile (Scrum, SAFe), ITIL, Lean, Waterfall

- **Security & Data Protection**: Cybersecurity, Data Protection, Risk Mitigation, Vulnerability Management