Jaison Jacob

SENIOR INFORMATION SYSTEMS, PORTFOLIO, PROGRAM, PROJECT MANAGEMENT PROFESSIONAL

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PROFILE SUMMARY

Portfolio, Program Management, Project Management | Digital Transformation | Application Development & Delivery | IT Infrastructure

Strategic IT executive with global experience leading enterprise-wide digital transformations, technology modernization, and data-driven innovation across multinational environments. Proven record in delivering $10M+ programs on time and within budget while driving 75%+ gains in efficiency through AI, automation, and ERP modernization. Adept at aligning IT with business goals, leading cross-functional global teams, and establishing technology strategies that enhance profitability, resilience, and customer experience.

KEY ACHIEVEMENTS

Delivered $10M+ Global ERP Programs
Successfully led multi-country rollouts in manufacturing, supply chain, logistics and transportation; on-time and within budget

Led AI-Driven Digital Transformation
Enabled intelligent automation and process improvements through AI, improving accuracy by over 75%

Launched eCommerce Gaming Platform
Delivered a high availability online retail platform, scaling to support over half a million users globally

Core Competencies

- IT Strategy & Governance
- Enterprise Digital Transformation
- AI, Cloud & Emerging Technologies
- ERP Implementation (Oracle, SAP, Dynamics, Odoo)
- Cybersecurity & Data Privacy
- Business Continuity & Risk Management
- IT Infrastructure & Cloud Architecture

- Business Process Automation
- Portfolio, Program & Project Management
- Budgeting, Forecasting & ROI Optimization
- Vendor & Contract Management
- Stakeholder & Executive Leadership Alignment
- Data Analytics & Business Intelligence
- Global IT Operations & Service Delivery

PROFESSIONAL EXPERIENCE

Senior Technical Project Manager

Xpress Automation

Dubai, United Arab Emirates
10/2022 - Present

A global IT services and digital transformation partner providing cutting edge services across Automotive, AI and Insurance sectors delivering seamless customer experience ensuring high value and rapid growth to our clients.

Responsible for defining enterprise IT Strategy, leading multi-country technology programs and driving client satisfaction through cloud-based innovation

Key Achievements

➢ Managed projects with multiple project delivery with detailed project planning, on emerging technologies that included AI and IoT-enabled mobile and web applications on SaaS platform using cloud technologies using Azure https://www.addenda.tech
➢ Delivered patented IoT-based automotive refinish solution (www.carhealx.com) reducing operational costs by 30%.
➢ Enhanced customer satisfaction by **70%**+ through seamless system integrations and digital service delivery.
➢ Established standardized project governance frameworks, improving PMO efficiency by **50%** across global initiatives.
➢ Delivered EdTech AI based systems integrated with AWS supporting over 30k+ online learners (www.yakili.com)
➢ Leading Digital Transformation for NExT modular based autonomous initiation with NExT in UAE (www.next-future-mobility.com)

Senior Project Manager

techcarrot

Dubai, United Arab Emirates
05/2022 – 08/2022

IT consulting and transformation partner providing enterprise-grade solutions across diverse industries.
Oversaw digital modernization and process automation projects, driving operational excellence through cloud and agile methodologies

Key Achievements

➢ Delivered Microsoft Dynamics 365 and RPA transformation program automating fleet management processes by **70%** for Cars Taxi, Al Ghurair Group.
➢ Standardized and integrated telematics and IoT systems improving customer satisfaction by **80%** and reducing carbon emissions.
➢ Led Agile transformation initiatives introducing sprint-based delivery for continuous improvement.
➢ Enhanced executive reporting and data analytics, enabling real-time business performance tracking.

PROJECT MANAGER & DATA ANALYTICS

EWINGS

Dubai, United Arab Emirates
04/2019 – 03/2022

Technology operator delivering global e-commerce and gaming platforms. Accountable for full project lifecycle management, data strategy, and implementation of cybersecurity and automation initiatives.

Key Achievements:

➢ Delivered cloud-based gaming platform (AWS) serving **500K+ active users**, achieving **99.9% uptime** and scalable global reach.
➢ Implemented cybersecurity framework enhancing data protection by **98%** across web and mobile platforms
➢ Delivered cybersecurity solutions that protected web and mobile based systems by over 98%
➢ Streamlined project documentation and PM processes via JIRA and MS Project, improving efficiency by **75%**.
➢ Received executive recognition for leading global e-commerce transformation initiatives

INFORMATION TECHNOLOGY (IT) PROJECT MANAGER

UASC (Now Hapag-Lloyd)

Dubai, United Arab Emirates
07/2015 – 03/2019

Global shipping company with 219 modern ships, 7.6 million TEU transported per year and 13,000 motivated employees across 126 countries. UASC is merged with Hapag-Lloyd. Managed international ERP implementations, M&A integrations, and IT governance frameworks to strengthen business operations and digital maturity.

Key Achievements

➢ Directed ERP transformation across **Uruguay, Brazil, Argentina, and South Korea**, automating workflows by **80%.**
➢ Led post-merger integration (UASC–Hapag-Lloyd), consolidating systems across **27 countries** with **90% process standardization**.
➢ Managed a portfolio of **8 concurrent projects**, each valued at ~$5M, ensuring scope, cost, and timeline adherence.
➢ Established IT KPIs and governance dashboards for global portfolio tracking and value delivery.

DEPUTY GENERAL MANAGER – DGM (ERP)

Omega Healthcare

Dubai, United Arab Emirates
09/2014 – 05/2015

Global provider of healthcare BPO / KPO services in US, Philippines, and India with over 12,000+ employees
Led enterprise ERP programs and HR digitalization initiatives focused on automation, compliance, and workforce optimization.

Key Achievements

➢ Delivered enterprise-wide Human Capital Management (HCM) system digitizing HR processes for **8,000+ employees**.
➢ Streamlined workforce planning for **500+ healthcare providers**, reducing billing errors by **30%**.
➢ Automated performance and payroll management systems for improved accuracy and compliance.
➢ Enhanced IT service delivery and reporting through KPI-driven dashboards.

GLOBAL SYSTEMS & ROLL-OUT MANAGER

Jotun

Dubai, United Arab Emirates
09/2000 – 11/2013

A leading global manufacturer and supplier of paints and powder coatings with a presence in over 100 countries and having over 7000+ employees.
Directed large-scale ERP programs, technology standardization, and IT modernization across global business units.
Career Path: *Software Engineer -> Systems Analyst -> Senior Systems Analyst -> Divisional Systems Manager -> Global Roll-Out Manager*

Key Achievements

➢ Led **multi-million-dollar ERP implementations** and global IT rollouts improving process efficiency by **85%**.
➢ Managed technology standardization across 15 countries, ensuring alignment with corporate strategy and sustainability goals.

- Directed cross-functional teams through agile and waterfall methodologies (Scrum, Kanban, Scrumban).
- Drove adoption of governance frameworks and MIS systems enhancing reporting accuracy by **75%**.

EDUCATION

Masters In Computer Applications (MCA)
Master's Degree, Computer Science
Faculty of Technology & Engineering
MS University of Baroda, India

PG In Artificial Intelligence & Machine Learning
Postgraduate Program

University of Texas at Austin

MDP - Supply Chain, General Management, Project Management
Management Development Program
Indian Institute of Management, Ahmedabad, India

Full-Stack Development for Web & Mobile Application
Software Development

IronHack, NuCamp

Bachelor's In Science (B.Sc.)
Bachelor's Degree, Physics

St. Xavier's College, Gujarat University, Ahmedabad, India

Master's In Data Science & AIML
Master's Degree, Data Science, AIML (Ongoing)

Deakin University

Lead By Results
Executive education

Institute European administration des Affaires (*INSEAD*, France)

User Experience (UX) / User Interface (UI)\
Product Design

CareerFoundary

PROFESSIONAL CERTIFICATIONS

Project Management Professional ®
PMP Certified from PMI

Agile Certified Practitioner (PMI–ACP®)
PMI-ACP Certified from PMI

Advanced - Certified SCRUM Master (A-CSM®)
Certified from SCRUM Alliance

Certified SCRUM Product Owner (CSPO®)
Certified from Scrum Alliance

SAFe® 5 Agilist
Certified from SCALED AGILE

ITIL Foundation 2011
Certified From EXIN

Managing Successful Programs (MSP®) Foundation
Certified from AXELOS

SAP Certified Associate
Business Process Integration SAP ERP6/EHS6
Certified from SAP

TECHNOLOGY & TOOLS

SAP | Oracle | Microsoft Dynamics 365 | IFS | RAMCO | ODOO

Clarity PPM | JIRA | MS Project| Trello| Rocketlane | Asana | ClickUp | Monday.com | Smartsheet

SQL | Python | R |JavaScript | React | NodeJS | PL/SQL | RESTful API

Data Analytics | BI Tools | ERP Integration | Cybersecurity & Compliance

Azure | AWS | DevOps

REFERENCE
Available on Request