



Zakaria Ahmed

Application Head	ERP Project Manager	
HR Shared Service Delivery	HR Information System (HRIS)	
HCM Digitalization & Transformation	SAP HCM S/4 HANA / Success Factors	
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Summary:

+11 years of servant leadership transforming and fulfilling core business objectives by facilitating smooth HR implementations by taking the ownership of the ERP transformation, supporting to optimizing post go-live for healthy operations and ensuring a healthy & accurate source of employee master, maximizing the utilization of Human Capital Management system with proper compliance of government rules & regulations. Being an IT arm in Human Resources enabled me to elevate my career by performing versatile roles in HR Transformation projects such as ERP implementations, Business Processes Reengineering, Centralization of HR Operation and managing HR Operations & Administration by HR Shared Service Model, utilizing various SAP products such as SAP HCM R/3, SAP HCM S/4 HANA, SuccessFactors, Fiori Applications, ESS/ MSS, Solution Manager and various Non-SAP products such as Employee Self Service Portals, Automation of Government/Official Letters, HR Dashboards, Service Desk / Help Desk, activities along with familiarity with RPA (Robotic Process Automation), AI and IoT.

Roles & Project Exposure:

- Project Manager: SAP HCM S/4 HANA implementation for +33 companies across Saudi Arabia, Egypt, UAE & Bahrain regions
- HR Information System Lead: Managing of SAP HCM/SuccessFactors operations across +28 SBUs based on Shared Service Model
- Business Process Owner: Defining business process & requirements to implementers in SAP HCM R/3 system across +28 companies.
- Project Delivery & SAP Trainer: SAP Support for managing project delivery for client, offshore team & facilitating onsite SAP training.
- Process Improvement Specialist: Optimization & utilization of Human Capital by centralization HR Business Operations
- SAP HRIS Administrator: Maintenance of core employee master data in SAP HCM R/3 for OM, PA, TM, PY TRM sub-modules
- SAP Consultant: Supporting SAP Leads in requirement gathering, testing, training manuals, configurations & UATs.

Roles & Project Exposure:

- Project Management Professional – PMI
- SAP HCM - Karunya Institute
- SuccessFactors – Al Kifah Training (GAVDI)
- Lean Six Sigma White & Yellow Belt – MSI Certified/ANEXAS
- Innovations in SAP S/4 HANA – OpenSAP
- Human Experience Management – OpenSAP

Industrial Exposure:

- | | | | |
|----------------------|-----------------------|-----------------------|--------------------------|
| - Agriculture | - Biomedical | - Banking & Financing | - Business Support |
| - Catering & Hotel | - Contracting | - Construction | - Consulting |
| - Design & Printing | - Hospital | - Human Resources | - Information Technology |
| - Infectious Control | - Leasing Equipment's | - Laboratories | - Leasing & Logistics |
| - Manufacturing | - Media | - Medical Instrument | - Oil & Gas |
| - Paper Products | - Petrochemical | - Retails | - Solar Energy |

Cloud/On-Premises ERP Application:

- | | | |
|----------------------------|--|--------------------------------|
| - SAP HCM (S/4 HANA & R/3) | - SuccessFactors [PMGM, SP, RCM&ONB] | - Fiori Applications & ESS/MSS |
| - SAGE Peachtree & Tally | - EMIS / Client based ERP Applications | - ITSM / Helpdesk Solutions |

Professional & Supporting Tools:

- | | | |
|--------------|-----------------|--------------------|
| - G-Suite | - Office 365 | - Lotus Notes |
| - WRIKE | - MS Project | - Solution Manager |
| - Chromebook | - Windows 95-10 | - ACL Tool |

Language:

- | | | | |
|----------|-----------|---------|--------|
| - Arabic | - English | - Hindi | - Urdu |
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Personal Details:

- | | | |
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| - Iqama: Transferrable | - Profession: Operation Analyst | - Validity: July 2021 |
| - Notice Period: 2 Weeks | - Location: Al Khobar, Saudi Arabia | - Relocation: Yes, within KSA |

Experiences in Kingdom of Saudi Arabia

Application Section Head & SAP HCM S4 HANA Project Manager – Shared Service Division, Al Kifah Holding, Al Khobar [Mar 2021 – Present]

Al Kifah Holding consist of +33 company in which are in KSA, Egypt, Bahrain, and UAE regions. Da'am Shared Service is one of the business lines which specialized in providing HR & IT Services based on Shared Service model to internal and external business partners.

Project Manager for managing HR Transformation projects across +33 companies of Al Kifah Group located in KSA, UAE & Egypt by supervising the implementation of SAP S/4 HANA HCM, SuccessFactors Talent Management Suite, integration of core HCM with SuccessFactors, Fiori, and other 3rd party applications. Responsible for dealing all business HRBPs as clients and managing all the phases such as planning, requirement gathering, preparation, realization, deploy, go-live phases and specialized in providing post-go-live support for optimizing the transformation, workforce and stabilizing the operations and ERP system. Managing the research and development of customized applications for facilitating and enhancing the employee experience of using the digital platform for requesting various services through service catalog based on SLAs such as the issuance of Official/Government letters, automating various leave and benefit services, workflow approvals, and more from Shared Service Division. Managing the administrative and operations of HCM Application by fulfilling all the core HRIS objectives and applications services as per SLA for the all the post go-live challenges to optimize the business process and workforce, maintenance of healthy employee master, accurate source of employee files, and ensuring smooth operations of Payroll and Employee Relations Sections, providing SAP trainings and managing all the training phases provided by the training partners by ensuring proper knowledge transfer has been provided along with all the training scope delivered well and so on.

SAP HCM/SF Functional Lead & HR Information System – Shared Service Division, Al Kifah Holding, Al Khobar [Nov 2017 – Mar 2021]

Al Kifah Holding consist of +33 company in which are in KSA, Egypt, Bahrain, and UAE regions. Da'am Shared Service is one of the business lines which specialized in providing HR & IT Services based on Shared Service model to internal and external business partners.

Responsible for fulfilling the core HRIS objectives by managing the maintenance of healthy employee master and accurate source of employee records within the agreed SLA for +28 SBUs under Al Kifah Group from a centralized unit as HR Shared Service Division. Facilitated the business as SAP HCM/SuccessFactors Lead by participating in various HR-IT projects such as post-go-live support, new implementations/rollouts, business process re-engineering, process improvement, user acceptance testing, SAP training, maintenance of roles & authorization, integration with other SAP applications, providing customized solutions, facilitating operational and functional support to other departments, resolving payroll issues, business partnering with the offshore support team, and alignment with internal application developers/technical team for developing 3rd party applications.

Business Process Owner SAP HCM & HR Officer – Corporate Office, Al Kifah Holding, Al Khobar [Aug 2016 - Oct 2017]

Al Kifah Holding consist of +33 company in which are in KSA, Egypt, Bahrain, and UAE regions. The corporate office in Holding is monitoring and managing all the business operations, decisions and control in the subsidiaries and their operations

Responsible for gathering core business requirements for implementation partners for +28 SBUs under Al Kifah group by facilitating the business in standardizing their business process, identifying critical pain points, analyzing gap, counseling stakeholders on SAP industry best practices solutions, reviewing customization objects, management of data migration, user acceptance testing, end-user training, ensuring proper knowledge transfer to the implementation partners and evaluating proper solution delivery from implementation partners, managing internal stakeholders and escalations during the project, along with strategizing the centralization of HR operations and data maintenance.

SAP HCM Support Consultant - Sahara International Petrochemical (SIPCHEM), Jubail [Mar 2016 - Aug 2016]

SIPCHEM consist of +10 company codes with massive operations in manufacturing and supplying the petrochemicals products in MENA.

Onsite SAP Support Consultant for testing HCM integration and delivery management activities by managing knowledge transfer to the offshore team, assisting in functional & technical requirement gathering, process building, end-user/integration testing, document management, and other project activities. This was a freelance contract position for 3 months which was managed by BestApps.

SAP HR Information System Administrator – AMICO Group, Jeddah [Dec 2012 – Nov 2015]

Al Amin Medical Instrument Company one of the main leaders in facilitating the medical equipment's and one of the main dealers in Essilor products throughout the Middle east and Levant regions which is in +16 regions.

SAP HRIS Administrator for managing SAP HCM administration activities from hire to retire for all the employees based in the KSA region and facilitating other regional Assistant HR Administrators by mentoring and coaching, maintaining all the employee master in good health, and periodically updating them, facilitating CHRO, OD Director, CIO, and Finance & Planning Director in finalizing their internal projects, and ensuring enforcement of labor law rules and company policies on the Human Capital System.

SAP HCM Consultant & Process Improvement Specialist -Elaj Medical Group & Al Borg Labs, Jeddah [Jun 2012-Dec 2012]

Elaj Medical Group and Al Borg Laboratories one of the most prominent Healthcare providers and laboratories in the Gulf and MENA regions

SAP HCM Consultant from client interpreting implementation team with the understanding of the existing business process, evaluating the proposed solution, redefining the business process, fulfilling gap analysis, documentation management, and ensuring application of labor laws rules and policy in SAP HCM system including the training and organization change management for Elaj Group & Al Borg Laboratories

SAP HCM Power User / Offshore / Project Delivery Coordinator – Freelance Consultant, Jeddah [Jan -2012 – May 2012]

SAP Consultant working on freelance projects with various companies/clients such as Daikin KSA, Heba Fire & Safety, Gascol, Serbal, Juhaina Chocolates & Hatab Bakery

SAP Consultant working on freelance projects with various companies/clients such as Daikin KSA, Heba Fire & Safety, Gascol, Serbal, Juhaina Chocolates & Hatab Bakery by performing techno-functional roles according to the scope of work/project such as SAP Functional Support, SAP Power User, Onsite Support Consultant for fulfilling activities such as requirement gathering, testing, preparation of blueprint documents, training manuals, user acceptance tests, sign off documents and assisting the offshore team in configuration, training and resolving end-user issues.

Admin Assistant to Head of Internal Audit Division – Arab National Bank, Jeddah [May 2011 – Dec 2012]

Arab National Bank is a major bank which is among the top ten largest banks in the Middle East and has received an 'A' and has 156 branches in KSA

Administration Assistant to Head of Internal Audit Division assisting in operational activities for managing audit reports, audit findings and organizing for approvals, delivering a final copy to the concerned department with complete confidentiality of the contents and results, assisting senior auditors, audit managers, audit heads, and compliance department in various operational activities, and organizing other department needs such as scheduling meetings, travel requests, audit plans, preserving files in the vault, and coordinating with other supporting departments following proper IAD ethics for maintaining the confidentiality of work.

Operation Analyst (D.R.U) – Tele-Money, Arab National Bank, Riyadh [Dec 2010 – Apr 2011]

Tele Money is a leading remittance service provider which is regulated by SAMA and operates under the governance of Arab National Bank

Managed all the business operations activities between the Tele-Money remittance center and the destination bank, managed reconciliations of rejected/callback/amendment transactions, followed Internal Audit and Compliance framework ethics to fulfill the guidelines of Saudi Arabian Monetary Agency (SAMA)

Business Operation Officer – Tele-Money, Arab National Bank, Riyadh [May 2010 –Nov 2010]

Tele Money is a leading remittance service provider which is regulated by SAMA and operates under the governance of Arab National Bank

Monitoring all the between back-office operations and Tele-Money centers for their compliance with the internal audit and compliance framework for fulfilling their targets, verifying, and filtering money laundering activities, strict audit on the operational activities for facilitating complete compliance of SAMA guidelines