

# ALIA VISWANATH

MBA, BSc | NEBOSH, IOSH | SAGE, OCP, OC, JNSS, JNSA, NCSA, CCNA

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Indian | Married | Born: Dubai, Jan 11, 1985

Driving License: UAE, Oman & India

Languages: English, Hindi, Malayalam



## DIGITAL HSE ADVISOR / DIGITAL HSE LEAD

Utilize my expertise in analyzing extensive and intricate data sets, as well as constructing platforms for others to conduct data analysis. Provide valuable insights in data analysis, statistical modeling, and HSE practices to facilitate the transformation of raw data into actionable information. Contribute significantly to risk management, compliance enhancement, and the cultivation of a safety-focused culture within the organization.

Play a pivotal role in the design, development, and implementation of analytical solutions, serving as a proficient Data Science and Advanced Analytics specialist. Actively contribute to improving PDO (Process, Documentation, and Optimization) by conducting thorough investigations on various topics and developing tools to enhance standard business practices.

## EDUCATION & CERTIFICATIONS

**MBA** in International Business Management – 2014 - Azteca University

**BSc** in Computer Information Systems – 2006 – Manipal University

Certifications: SAGE, OCP, OCA, JNSS, JNSA, NCSA, CCNA

## TRAINING & CERTIFICATION

**NEBOSH & IOSH (International General Certification – Level 3)- Occupational Health and Safety**

OPAL: Induction to HSE/ H2S Course

SAGE: Sage Sales, Dubai 2019 OCP/Oracle Certified Professional OCA/Oracle Certified Associate JNSS/

Juniper Networks Sales Specialist JNSA/Juniper Networks Sales Associate NCSA/Nokia Certified Sales Associate

CCNA/Cisco Certified Network Associate

## IT SKILLS

OS: DOS, Windows 9x/NT/2000/XP & UNIX • Web Technologies: HTML/DHTML • Languages: SQL, C, C++, Visual Basic & Java • Scripting Languages: UNIX Shell Scripts • Databases: MS SQL Server, Access & Siebel • JavaScript: VBScript, n-Track Studio, Swish, Photoshop, Macromedia Fireworks, Flash, Xara 3D, Wave Editor, U-Lead Studio & Morphman • Others: Network Security, Data Structures, Software Engineering, Data Communication, Computer Networks, Management Information System, Computer Organization, Object Oriented Analysis & Design, Data Mining & Data Warehouse, Mobile Computing & eCommerce.

## SKILLS / KNOWLEDGE / COMPETENCIES

- Excellent communication and interpersonal skills
- Business intelligence with in-depth knowledge of market trends and competitors
- Excellent project management and negotiation skills
- Experience in targeting new markets/segments and developing unique offerings that are clearly distinguished from the competition.
- A strong client relationship orientation and listening skills that contribute to the development of lasting, trust-based client relationships.
- Access to an extensive network of the senior leaders in the industry.

- Outstanding verbal and written communication skills, including exceptional executive presence and the ability to create concise, compelling written communication.
- Organized, assertive and self-directed and able to rapidly prioritize and pivot as needed.
- Ability to work under stress, interruptions and tight deadlines.
- Ability to understand financial reports including budgetary guidelines, deal analysis and project expenditures.
- A strong team player, adept at collaborating with colleagues across business functions/units and building alignment around a clear vision
- Excellent analytical and problem-solving skills with a keen attention to detail.

## PROFESSIONAL EXPERIENCE

GLOBAL FLEET MANAGEMENT SYSTEM & TECHNOLOGY, Muscat

**Business Manager**, Sep 2020 – Present

*A US based company, with HQ in Abu Dhabi is an established provider of IVMS (Vehicle Tracking) and Telematics Fleet Management Technology provider in the region. A leading vendor in the Oil & Gas sector in Oman and a preferred solution provider for major Oil & Gas companies like PDO / BP Khazzan etc. A wide range of products, supported by Cloud software and many add-on solutions for varied applications for other industries also like Transportation, Customs, Municipalities, Waste Management, Distribution & Logistics, passenger transport, Construction etc.*

### Core Responsibilities

- Primary responsibility to support and enhance HSE initiatives within the digital domain. Experience in technology, data analysis, and digital tools to optimize HSE processes and improve overall safety performance.
- Play an integral role as part of my company's team to the development of the Road Safety HSE dashboard, which focused on analyzing driver behavior using IVMS (In-Vehicle Monitoring System) data.
- Managing driver's performance HSE data, I also handled HSE data management for the organization. This involves efficiently organizing and maintaining HSE data to ensure accurate driver performance analysis.
- Enhanced road safety efforts by incorporating the "road safety HSE dashboard for safe drivers" into our data management system. This dashboard encompassed key aspects related to road safety and HSE, effectively addressing the requirements for monitoring and promoting safe driving practices.
- Continuous work on enhancing data quality, HSE data management, HSE dashboard development and HSE systems implementation to optimize road safety outcomes
- Develop and deliver training programs for the effective use of digital tools, platforms, and technologies for HSE purposes. Promote digital HSE awareness and adoption throughout the organization supporting continuous improvement in HSE performance.
- Collaborate with digital specialists and IT teams to identify, evaluate, and implement digital solutions and technologies that can improve HSE platform
- Take a leadership role in driving the adoption and integration of Digitalization and Agile methodologies, ensuring timely delivery, value creation, sustainability, and replication of initiatives.
- Establish relevant overall benchmarks/metrics and reporting on Digitalization Transformation progress in respective directorate covering all dimensions, such the Pathfinders & Accelerators delivery, Digitalization development programs, Digitalization capacities, and capabilities (muscle/DNA) building, Change Management programs and Digitalization success stories.
- Coordinate the deployment and execution of Digitalization projects with developers and across value streams, as applicable, to ensure seamless implementation.
- Utilize statistical modeling techniques and machine learning algorithms to develop predictive models for assessing and forecasting HSE risks. Identify key performance indicators (KPIs) and develop dashboards and reports to monitor HSE metrics and indicators.
- Establish comprehensive benchmarks and metrics to track and report progress in the Digitalization Transformation, encompassing areas such as Pathfinders & Accelerators delivery, development programs, capacity and capability building, change management initiatives, and success stories.

- Identify areas for improvement in HSE practices, processes, and systems based on data analysis. Collaborate with stakeholders to implement improvements and measure their impact on HSE performance.
- Foster collaboration with HSE and cross-functional teams to gain insights into business objectives and identify data requirements necessary to support HSE initiatives and objectives.
- Communicate HSE data findings and recommendations to internal stakeholders, including HSE teams, senior management, and operational staff, using clear and concise reports, visualizations, and presentations.
- Apply statistical modeling techniques and machine learning algorithms to develop predictive models for assessing and forecasting HSE risks. Define key performance indicators (KPIs) and create interactive dashboards and reports to monitor HSE metrics and indicators effectively.
- Ensure compliance with data privacy and security regulations. Develop and implement data governance practices to maintain data integrity, quality, and accessibility.
- Build contacts with potential clients to create new business opportunities in IVMS (In Vehicle Monitoring Systems) & HSE VR (Virtual Reality) Training and Consultancy focused for the Oil & Gas Sector.
- Presenting ON SITE Seminars and Training on the Life Saving Rules (LSR) with onsite staff, such as managers/supervisors/operators/drivers etc for the top operators (PDO, Marmul/ OQ, Salalah/ OXY, Mukhaizanah), for their respective HSE Road SAFETY DAY event, in December 2022 & HSE Safety Day for one of the main Oil and Gas contractors, GULF ENERGY, in March 2023.
- Currently coordinating a 5-year OQ Project on the HSE VR (Virtual Reality) & Simulator Training, scope of work on the Life Saving Rules (LSR) specifically for the ROAD SAFETY.
- Proven experience in delivering HSE training programs and providing support in a corporate environment.
- Hold NEBOSH IGC Level 3 certification in health and safety.
- Possess IOSH certification (Institution of Occupational Safety and Health)
- Knowledge of local, national, and international HSE regulations and standards.
- Professionalism, integrity, and a commitment to promoting a safe work culture.
- Excellent understanding of the business ecosystem, market prospects and trend.
- Engage with customers through a highly consultative, relation building approach that reflects a deep understanding of the organizational needs
- Understand, articulate and effectively sell compelling business case and value propositions to target clients
- Develop, maintain and train an expert level knowledge of all company products and services
- Establish/maintain strong industry presence and reputation through participation in industry conferences, speaking engagements and effective use of social media
- Enabling & setting up processes to ensure speedy proposals, follow ups, closures & sign ups and Ensure profitability for every deal signed
- Presenting business or marketing opportunities to company executives and management
- Assist in the development of the sales plan. Prepare forecasts and KPI reporting for the sales leaders, and upper management, for use in organizational planning, financial forecasting, budget setting and strategic planning
- Manage effective tender application, with complete oversight of key areas such as RFP creation

PROMATAS GROUP OF COMPANIES, Muscat

**Business Manager**, Feb 2019 – Aug 2020

*PROMATAS offers consulting solutions at all levels in IT Management and Engineering for enterprises that understand the critical functions of their systems.*

- Responsible for ERP system, SAGE EM line of business requirements as Platinum Partners for Oman market.
- Handling Software Development department (coordinating with the programmers for ERP, HRMS, Microsoft Dynamics 365 etc) and IT Information Security department (coordinating with
- Consultants for Auditing, Advisory & Consulting for securing client's data & business strategy eg:
- ISMS, BCMS, IT Governance and Risk Management, Disaster Recovery, Internal & External Audit etc). and help in achieving ISO certification to clients.

- Major client sector: Ministry, Banking (Bank Nizwa, Bank Dhofar), Telecommunication (Omantel, Ooredoo), Insurance (Muscat Insurance Company, Arabian Falcon Insurance), SAOG (Renaissance - Facility Management) etc.
- Design and implement business plans and strategies to promote the attainment of goals
- Ensure the company has the adequate and suitable resources to complete its activities (e.g. people, material, equipment etc.)
- Organize and coordinate operations in ways that ensure maximum productivity
- Supervise the staff and provide feedback and counsel to improve efficiency and effectiveness
- Gather, analyze and interpret external and internal data and write reports

#### CHABROS INTERNATIONAL GROUP, Muscat

**Business & Sales Executive**, Feb 2016 – Jan 2019

*As producer, supplier and distributor of a wide range of interior and exterior products, Chabros caters to the innovative needs of Consultants, Interior Designers and Contractors of high-end projects within the Middle East.*

- Managed two high visibility vendors
- Increased annual revenue by 20%
- Exceeded quarterly sales targets consistently
- Acquired two high-profile accounts
- A tertiary qualification in business, sales, marketing or retailing.
- Responsible for contracts, payments, customer relationships, market research, competition analysis, management reports, new product planning, managing inventory and forecasting.
- Interacting with Customers, Senior-Level Executives and all other levels of Employees

#### BUSINESS GATEWAYS INTERNATIONAL (BGI), Muscat

**Business & Sales Executive**, May 2012 – Jan 2016

*BGI provides a common portal for establishing B2B relation between companies globally and acts as a hub between leading operators and suppliers within the Oil & Gas Sector establishing business relations with multiple sectors for future development.*

- In-charge in Vendor Project and dealing with Coordination of vendors of various sectors.
- Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Key contact between the company and its existing and potential markets.
- Making accurate, rapid cost calculations and providing customers with quotations.
- Overseeing sales & business management of reputed Oil & Gas sector companies.
- Functioning as In-Charge of the project awarded by the Ministry of Oil & Gas, Oman.
- Facilitating back-to-back support to international clients, mostly leading oil companies
- Analyzing Commercial, Financial, Employment, Safety, Infrastructure Information and Documentation
- Maintaining Security of confidential info, Business/Customer Contact Database, Corporate Files & Business Plans
- Delivering special training to Field Consultants on vendor handling and documentation.
- Providing technical support and interfacing with vendor
- Planning and scheduling projects as well as ensuring their timely completion
- Overseeing all aspects of the Business Unit operating budget
- Develop new customer development strategies to capture market channels and increase client penetration
- Implement and execute marketing activities to increase branding and recognition programs
- Build corporate relationships with customers and industry associations
- Suggest improvements in business strategies based on customer feedback mechanisms
- Expanded business development aligned to overall company goals
- Instrumental in developing initiatives for new projects together with the product development team
- Directed all meetings and produced presentations for clients

- Supervise, direct and oversee a team of account executives
- Approve budgets and conduct financial due diligence exercises

SAPIEN SOLUTIONS, Dubai

**IT Support Manager**, Jan 2009 – Oct 2011

*Sapien supports Oil & Gas projects in technical recruitment across multiple disciplines such as Engineering, Project Management and Construction on a global basis, supporting the management with end-to-end recruitment process and finding and sourcing key talent within the industry.*

- Ensured all users benefit from effective technology and efficient Internet access, and continually assesses needs and requirements.
- Organized support, troubleshooting, and repair for IT equipment and networks.
- Monitored online security for users and networks and security breaches are addressed to as necessary.
- Established relationships with technology and component vendors.
- Coordinated training and orientation for new technology users to become familiar with equipment and networks.
- Advise human resources colleagues on staffing needs and participates in the hiring and training process.
- Managed departmental budget and tracks spending on equipment and staff.
- Developed and maintained emergency plans to address equipment, power, or security failure to ensure preservation of technology and data.
- Attended trade shows and technology showcases to remain up-to-date regarding new developments.

HEWLETT PACKARD (HP), Dubai

**Asst. Service Delivery Manager**, Nov 2006 – May 2009

*An MNC providing hardware, software and services to consumers, SMBs and large enterprises, including clients in the Govt., Health & Education sectors.*

- Monitored and managed desktop support, IT services desk, and VIP support functions to ensure optimal service.
- Ensured that systems, procedures, and methodologies are in place to support outstanding service delivery
- Developed a deep understanding of projects to gain insights into the scope of service delivery
- Taking accountability for service delivery performance, meeting customer expectations, and driving future demand
- Analyzed third-party as well as internal processes, and creating strategies for service delivery optimization
- Recommending methods of improvement and ensure that actions are implemented for service delivery upgrades
- Providing accurate and regular reports to the management on performance of the service delivery
- Building strong relationships with teams and stakeholders to enable effective dialogue exchange between Depts.
- Worked with colleagues and clients/users in specifying information flows, processes/ procedures and data objects to meet the business requirements.
- Participated in client/user meetings and assisted in presenting issues and solutions.
- Designed individual documentation plans for documentary items.
- Involved in the designing and creation of database for projects.
- Prepared client support contracts and managed its renewals.
- Led IT Service Delivery Team of 6 members and worked on career development and appraisals.
- Facilitate Service Level Agreements (SLA's) and contract negotiations
- Prepared & facilitated workshops and training courses.
- Developed business cases and reports for projects and budget analysis.
- Handling Sales in Cisco, Juniper, Nokia products and annual renewal of Cisco Gold Partnership.
- Conducted a study on SEIBEL as well as functioned as an In-charge for using SEIBEL Program.