

# Tarek Abdelkhalek

## Digital Transformation Lead

Experienced AWS Certified Machine Learning Architect & Digital Transformation Lead with over 20 years of I.T background, including leading and managing projects throughout the entire SDLC. Skilled in process improvement with expertise in machine learning, analyzing and altering processes to improve business models and enhance customer experience using innovative technology. Proven success in working with multinational companies in the US, UK and Middle East.



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## WORK EXPERIENCE

### Digital Transformation Lead / Senior Consultant Dubai Customs

01/2008 - Present

Dubai

#### Achievements/Tasks

- Led the digital transformation of the Cross-Border E-Commerce Platform for Dubai Customs, utilizing machine learning techniques to improve customer experience and increase the adoption of using FZ as e-commerce Hub by companies like Amazon. Due to Automated single window declaration submission system, establishing Dubai as an e-commerce hub.
- Implemented a customer-centric model for the integration of Dubai Customs' Core System with other government entities (e.g. Dubai Municipality), resulting in a 40% decrease in processing time for customers.
- Utilizing machine learning techniques to improve tracking of customer containers movement to suppliers by Identifying use cases for Block chain integration with IoT. Machine learning algorithms can be used to predict which containers will be moved and when to optimize routes for the shipping company, and to schedule inspections which allows for reducing the chances of errors.
- Improved Inspection service for Dubai Customs through booking and Planning Module for Inspection Service and later integrated it with Dubai Ports for seamless synchronized Inspection Booking and container release in time. and introduced X-Ray Drive through Service for better user experience.
- **As I.T P.M** As an I.T Project Manager, managed the enhancements release of the Mirsal-2 Declaration Project using an agile methodology.
- **As Tech Lead** Led the development of a tool for handling system critical faults using SOA methodology, increasing system reliability as a Tech Lead.



## CERTIFICATES

AWS Certified Machine Learning – Specialty (01/2023)

AWS Solutions Architect - Associate (03/2022)

Microsoft Azure Fundamentals (09/2001)

Microsoft Azure AI Engineer (10/2001)

Serverless ML using Tensor flow on Google Cloud

*Issued by Google*

IBM Blockchain Essentials

*Issued by IBM*

Applied Data Science with Python

*Issued by IBM*

Data-driven Decision Making

*Issued by PCW*

Digital Transformation (02/2019)

*Issued by BCG ( Boston Consulting Group )*

TOGAF (01/2012)

ITIL (01/2012)

PMP (01/2010)

*Issued by PMI*

PMI-RMP (01/2015)

Scrum ( ASF )

*Issued by Exin*



## SKILLS

AWS Cloud

Digital Transformation

Machine Learning

Solution Architecture

Enterprise Architecture

Business Architecture

Business Process Improvement

Business Analysis

Requirements Analysis

Data Analytics

Docker

SpringBoot

SpringCloud

Kubernetes

Micro Services

CI/CD Jenkins

Integration



## WORK EXPERIENCE

### Tech Lead IST Networks

01/2006 - 02/2008

Egypt/Cairo

#### Achievements/Tasks

- Integrated our Gateway solution with Cisco IP-PBX using Adaptors.
- Designed call flow and integration layer for BNP Bank Services for enhanced customer experience.
- Played a key role within client and stakeholder management and addressing their requirements.

### Information specialist (Technical Lead) EDS/HP

01/2002 - 02/2006

London

#### Achievements/Tasks

- Led a team that migrated ABN-AMRO system from London to Egypt.
- Enhanced Integration layer for General Motors System through design patterns.
- Led the integration of HIPAA and HL7 framework into a Health- care System.
- Integrated inhouse developed Java Rule-Engine with .NET Health- care System. Migrated Fox-Pro System to MS-SQL Triggers and Stored Procedures with Java Thin Client ( Web Page ).

### Senior Consultant KForce/Verizon

07/2000 - 07/2001

U.S.A / New York

#### Achievements/Tasks

- Enhanced the Verizon ADSL request fulfillment website as a Senior Consultant in NYC, resulting in increased reliability and efficiency.
- Migrated Desktop healthcare system for Innovatix developed in FoxPro to SQL Triggers, stored procedures called by thin client browser.
- Developed Dashboard for Prudential NYC for KPI Monitoring using Java Swing Framework.



## SKILLS

I.T Project Management