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SUMMARY

* Rising Technology leader with versatile exposure and experience in various Industry segments
* A trusted business partner that simplifies complexities, delivers value and enables rapid growth & expansion
* Highly inspiring and motivated individual having intellectual competence and adaptability
* A leader and a team player with excellent inter-personal, people management and presentation skills

PROFESSIONAL EXPERIENCE

**Majid Al Futtaim Fashion. Dubai, UAE 01/2012 to date**

Majid Al Futtaim Fashion, an apparel retail division of Majid Al Futtaim Ventures, provides a platform for the introduction of world-class fashion and retail brands in the region, developing their presence across the Middle East. It operates Stores across the GCC countries with a strong footprint in UAE and KSA. Some of the key Brands are *Abercrombie & Fitch, Monsoon Accessorize, Juicy Couture, Halston Heritage, AllSaints, and Lululemon Athletica.*

**Head of Information Technology (MENA)**

* Overseeing IT delivery across GCC countries with a team of business analysts, application developers, network specialists, systems engineers and support personnel.
* Remodeled IT Strategy and established technology vision aligned to Organization growth strategy. Prioritized IT projects and investments on short & long-term initiatives allowing business to realize early benefits and gain competitive advantage.
* Led the selection and spearheaded ERP (Microsoft Dynamics AX 2012) implementation across 120+ stores in 7 countries. Managed quality assurance, change management and overall program execution using PMP guidelines & Microsoft SureStep methodology. Steered multi-vendor engagements and monitored project health on regular basis.
* Conducted proof of concept for various technological innovation projects initiated by MAF companies (Project Link, ALMAS, Beam Wallet). Participated and supported the winning team of MAF Ventures innovative challenge.
* Designed, implemented and managed IT Infrastructure (Server room) at KSA site office. Managed IT operations in KSA and LG countries, supporting backoffice, stores, & warehouse operations.
* Established IT partnerships and executed strategic projects with world leading Brand principles, allowing business the flexibility and confidence to expand in emerging territories and open flag-ship stores on time.
* Collaborated with IT divisions and business functions at Majid Al Futtaim in leveraging services, practices and common technological initiatives (e.g. CRM, BI, Mobile & eCommerce platform).
* Managing an annual IT Budget of AED 16M+ with innovative solutions & cost-effective measures resulting in IT savings and improved service delivery.
* Led and mentored IT teams on Infrastructure, Data Center, Disaster Recovery, Service Management and Application Development domains. Mentored and cultivated right skill-sets, Organization values, and professional ethics within the department. Institutionalize best practices, incorporated automation and empowered employees to develop into valuable assets of the Organization.
* Improved IT maturity by establishing IT Governance framework, Enterprise Architecture, Information Security and Risk Management for standardized execution and sustainable growth.
* Established Strategic Alliances with key Technology Partners, reducing operating expenses and improving service levels across the region. Leveraging opportunities in providing on-site service/support resources at offshore rates.
* Responsible for minimizing business downtime and operational discontinuity at HO and Stores. Increased IT responsiveness with strict compliance to SLA and helpdesk function, reducing support calls by 35%.
* As part of self-development participated in strategic and leadership training programs, workshops and conferences.

**Majid Al Futtaim Group. Dubai, UAE 12/2005 - 12/2011**

Majid Al Futtaim Group (MAF), a UAE based diversified and progressive group with regional presence primarily engaged in the development and operations of Shopping Malls *(Mall of Emirates, etc.)*, Leisure and Entertainment centers *(Ski-Dubai, Playnation, etc.)*, Retail Hypermarket chain *(Carrefour)*, Hospitality divisions *(Kempinski, Novotel, etc.)*, Fashion outlets *(Juicy Couture, etc.)*, Leasing, Investment, and Trust functions. MAF operates businesses spread over 100+ locations across 12 countries. MAF Group Internal Audit department operates in accordance with the IIA Standards reviewed for Quality Assurance (QAR).

**Assistant Manager Audit (MENA)**

* Conducted risk based IT audits for the Group which included IT Infrastructure Security and Control, Systems and Network Administration, Business Continuity, System procurement, and Financial Applications.
* Performed various reviews and assessment to examine and evaluate the adequacy and effectiveness of the IT security controls established, utilizing best practices & industry benchmarking and provided feedback to the Management on the policy/procedures development and user awareness mechanism.
* Provided support and inputs regarding internal controls, risk factors and technical assessment to the Management for reviewing IT investments, system enhancements and proposed applications. Performed special/adhoc investigations and audit assignment at the request of the Senior Management
* Conducted technical and operational audit assignment for different businesses (i.e. Hospitality, Shopping Malls, Retail, Leisure & Entertainment, Cinemas, Facilities Management, Leasing)
* Upgraded audit automation tool (CCH Teammate) for the department and provided user training and implemented continuous auditing across businesses by utilizing data analytics software (ACL)
* Possess comprehensive understanding of technical processes and procedures related to IT governance, operating systems, network architecture, application development, business automation, environment security and routine IT operations. Evaluated the effectiveness of Disaster Recovery and Business Continuity plan for all business units
* Supervised audit team, monitored budget utilization, provided timely feedback and finalized the audit report along with executive summary.
* Performed vulnerability assessments for different business units by utilizing system/network diagnostics and on-line monitoring tools (i.e. GFI-Langurad, MS-BSA, Exchange Analyzer, Nmap, f-port, etc.).
* Sound awareness of global IT standards and guidelines (CoBIT, BSI, ITIL, ISO and NIST) used by the relevant industries.

**Gulf Research Center. Dubai, UAE 05/2002 - 11/2005**

**IT Operations Manager**

Gulf Research Center (GRC) is an independent think-tank, education service provider and offers consultancy specializing in the Gulf region. The first research center in the region to be awarded with ISO 17799 Information Security Management System certification.

* Active involvement in achieving ISO 17799 Information Security and ISO 9001:2000 Quality Management Systems certifications. Formulating, authoring, and implementing numerous policies and procedure, forms and registers.
* Implementing preventive/corrective controls based on the results of Vulnerability Assessment and Penetration Testing. Classifying information and maintaining information asset register and performing disaster recovery tests.
* Planned the network architecture and assisted in deployment of the live servers in eDC (Etisalat Data Center). Ensuring high availability of IT infrastructure and systems at all times for all employees.
* Performing evaluations of products and selecting appropriate cost effective IT solutions.
* Developing training plan for all employees on different systems running in the Center.

**National Corporation of Tourism and Hotels. Abu Dhabi, UAE 03/2001 - 05/2002**

**Systems Engineer**

National Corporation of Tourism and Hotels (NCTH) is a semi-Government Organization in Abu Dhabi controlling 6 major hotels and a large tourism operation in the Emirate of Abu Dhabi. The Corporation hosts a 50 node 100BaseT/1000BaseF network based on Cisco catalyst 4500/3500 Series switches, Cisco PIX 515 Firewall and Cisco 1700 Router. The application servers are based on Microsoft 2000 Servers, MS Exchange 2000, MS SQL Server 2000 and MS ISA Server. Symantec Antivirus corporate edition used for the antivirus solution.

* Proposal and design of the IT infrastructure in a 300 room property of NCTH that included implementation of Internet, Telephone and POS system for all rooms of the Hotel. Successful migration from Windows NT to Windows 2000 and Exchange 5.5 to Exchange 2000.
* IT Budgeting for NCTH which included Revenue Forecasting for the major projects in the IT Department of the Head Office and Properties.
* Counter analysis and supervision of the NCTH e-business web site, which enables the corporation to provide web based room reservation, for all hotels scattered through the state of Abu Dhabi.
* Holding meetings with the vendors for any IT requirements of the corporation and preparing proposals and presentations for the Director and the Board.

**WorldTel MECA (Pvt.) Ltd. Pakistan 01/2000 - 12/2000**

**Systems Engineer**

Worldtel Meca (Pvt.) Ltd. was one of the major Data Network Operators/ISPs in Pakistan with Point Of Presence in Karachi, Islamabad and Lahore. The network comprises of CISCO 3640 routers, Cisco AS5300 Access Servers, Cisco Cache Engines, Cisco PIX Firewalls and Cisco Catalyst Switches. The Application Servers were based upon Windows NT/2000, running IIS 4.0, MS Exchange 5.5, MS SQL 6.5/7.0, Radius NT 3.0 and included HP, Alpha, Compaq and DELL servers,

* Configuration & Administration of network servers based on Windows NT 4.0 and MS Exchange 5.5 for 6,000+ users.
* Security Design & Management of network resources. Management of Enterprise Database Resources & Web Services. Monitoring and testing of the network link.
* Coordinating with Lahore and Islamabad Data Center for quarterly server maintenance. Preparing training materials and conducting orientation for the interns and new staff members.

EDUCATION & CERTIFICATIONS

**B.S. in Computer Engineering** (1996-1999)

Sir Syed University of Engineering and Technology, Karachi - Pakistan.

* Business-Driven Strategic IT Planning **(IIR)**
* **C**ertified **I**nformation **S**ystems **A**uditor **(CISA)**
* **C**ertified **I**nformation **S**ecurity **M**anager **(CISM)**
* **C**ertified in **R**isk and **I**nformation **S**ystems **C**ontrol (**CRISC**)
* **ISO** 27001:2005 **Lead Auditor**
* **C**ertified **E**thical **H**acker (**CEH** Track 6/7)
* **C**isco **C**ertified **N**etwork **A**ssociate (**CCNA** Track 2.0 – 2003)

PERSONAL INFORMATION

* Date of Birth: 21st September 1977
* Marital Status: Married
* Driving license: Valid
* Languages: English, Arabic, Urdu