|  |
| --- |
| **Raj**  |
| Dubai UAE (UK Citizen) | Raj.360937@2freemail.com  |  |
| **Summary** |
| A Senior IT Manager at the forefront of IT/business integration over the past 26 years by leading the consolidation and alignment to various business and IT processes and strategies to create a superior customer experience. Experienced in different industries (Engineering, Telecoms, Consulting, Banking and Transport), multiple IT departments (Strategy, Application, Infrastructure, Outsourced and Insourced), lived in 6 countries and managed over 30 projects in 38 different countries in 5 continents. |
| **Objectives*** Looking to create, consolidate, manage an IT organisation building a team of fully committed IT professionals dedicated to delivering supreme business value to their customers.
* Lead projects or Programs designed to bring change and digitisation maximising efficient business processes and resulting in better business value.
 |
| **Experience** |
| **Emirates Airline (UAE) National Airline** |
| Senior Business Technology Manager | September 2013 - Present |  |
| * Key Achievements – Strategy, Innovation & Transformation & Projects
	+ Established an appropriate and cost effective IT Strategy and associated Roadmaps (over a 3-5-year timeframe to support the business strategy).
	+ Led VAT Impact assessment team and proposed approach, timetable, team model to meet compliance timeframes.
	+ Led Payment Gateway renewal project for Emirates.com and dnata.com sites (Credit Card, Bank Transfers, Cash).
	+ Managed development of the Enterprise Information Management Framework to support Digital Transformation Program.
	+ Core participation in Digital Transformation Program with the aim to re-engineer business processes and systems to meet 2025 Vision and beyond – “what should the organisation look like considering Business and Technology disruptors and the Information Age?”
	+ Successfully secured through strong business justifications and alignment with overall Strategy, capital funding for 16 projects totalling over 75M AED and Implemented Processes and Procedures for a Quarterly Operationally IT work program managing 55M AED budgets.
	+ Supported capabilities and development initiatives for IoT (Internet of Things) and Innovation office initiatives to productionised applications.
	+ Initiated and managed the move of over 250 environments to Cloud services using Amazon Web Services.
	+ Directed digital desktop programs including roll-out of O365 to 75,000 users, Windows 10 to 30,000 plus devices, remediated over 300 applications for Chrome, IE11, Skype for Business IP Telephony and Secure Remote Access Management Solution Implementation
	+ Led applications remediation program on all Customer Data systems and CRM’s to ensure to European Data Privacy Law Compliance including Access Management, Monitoring, and Logging.
	+ Successfully managed and supported the implementation of Cyber Security Strategy including the delivery and setup of a Cyber Security Operations and Monitoring team and Office/Space building and setup.
	+ Managed HR applications to Cloud projects including Oracle Taleo (Recruitment), Oracle Performance (Staff Performance), SAP Learning Management (LMS), Perception Assessment, Video Interview.
* Responsibilities
	+ Single point of accountability for all IT Projects related matters to the assigned business units. Management / IT Business Transformation Projects including Business Processes & Operations, Applications and Infrastructure with resources and budget of $37m.
	+ Managed Business Continuity Planning, Management and Resilience for all critical applications including resilience testing and disaster recover.
	+ Work with Service Management and Supplier/Partner management for optimisation of supplier relationship to support the business IT strategy, to deliver the services and products required and for financial planning of the business IT budget relating to Suppliers.
	+ Ensure delivery of the IT work programme, ensuring that the projects are approved and initiated as planned and delivered within agreed cost and timescales, in accordance with IT standards and industry best practice, to meet and ideally exceed customer satisfaction.
	+ Drive Service Management to ensure the effective delivery of all IT systems and services into the business ensuring that relevant and achievable service levels are agreed with the business.
 |
| **IBM (MEA) Technology, Consultancy, Software and Hardware Global Organisation** |
| Senior Program Manager | August 2012 – September 2013 |  |
| **MISYS (UK) Treasury and Core Banking Software Global Organisation.** |
| Senior IT Manager | August 2011 – August 2012 | De-Merger from ThomsonReuters |
| **ThomsonReuters (UK and UAE) News, Media, Trading Systems Global Organisation.** |
| Senior Program Director | September 2008 - July 2011 | Trade and Risk Management - UAE |
| Treasury Systems Manager | September 2007 - September 2008 | Corporate Treasury & Finance - UK |
| Senior IT Auditor | September 2006 - August 2007 | Internal Audit |
| Treasury Systems Manager | February 2004 – January 2006 | Corporate Treasury & Finance |
| Financial System Manager | January 2001 - January 2004 | Corporate Finance |
| **Global Telesystems (UK) Telecommunications** |
| Senior Network Analyst | August 1999 - January 2001 |  |
| **Citibank (UK) Re-Insurance** |
| Financial Data Analyst | January 1998- August 1999 |  |
| **British Airways (UK) National Airline** |
| Senior Marketing Analyst | July 1995 – January1998 | Marketing - UK |
| Finance Analyst  | July 1994 – July 1995 | Engineering Finance - UK |
| Avionics Aircraft Engineer | September 1989 – July 1994 | Engineering - UK |
| **Education & Qualifications (UK)** |
| ITIL V2 (Service Management) | July 2008 | ISEB |
| Prince2 | February 2007 | OCG |
| CISA | March 2007 | ISACA |
| CIMA (Certificate in Accounting) | August 2004 | CIMA |
| Diploma in Direct Marketing | October 1996 | IDM |
| HNC Business and Finance | September 1991 – July 1994 | Thames Valley University |
| CAD National Certificate | September 1990 – June 1991 | Hounslow Borough College |
| Engineering Apprenticeship | September 1989 – July 1991 | British Airways Engineering |
| GCSE (11) | September 1986 – July 1989  | Villiers High School |