******Haroon Sheikh**

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**S U M M A R Y / 24+ years of learning ….…**

*Result-driven Professional with a track record of over 24 years including* ***15 years of Entrepreneurial Experience in******Enabling Digital Transformation, IT Infra. Strategy, Service Delivery, Team Lead & Project Management***

**Objective:** *The governance and enterprise technology standards the process of business performance metrics to measure the ROI on investments. Lead the planning, execution & budget control of internally and third-party managed projects to integration, Develop & control the annual operating capital expenditure budget for all technology. Strategic vendor & partner relationship management. Provides high level end-to-end solutions.*

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Strengths:

- Focused

- Self Motivated

- Leadership

- Work Ethics

- Result Oriented

- Issue Analysis

- Process

- Oriented

- Reliable

- Negotiations

**Area of Expertise:**

**Enabling Digital Transformation:** Expertise in AI, BI, Robotics, Physical, Virtual/Cloud, Oracle E-Business, SAP B1, ERP, CRM, EDMS, HRMS, CHAT BOTS, RPA, E-Hosting, Virtualization, Application Database & open source on Linux and Windows. Alert, Backup automation, DR & Business continuity. The management of the IT services, planning, delivery and support to improve Dept. & customer service. Demonstrates the professional's ability to align business strategy.

**IT infrastructure**: Expertise in planning, consulting, capacity analysis & systems implementation, data center tier 1-4 operations & management, Mid & Large Design network & Security systems, change management & follow ISO & ITIL standards, quality assurance, migrate on premise to cloud (AWS or Azure), VMWare, Cloud Hybrid, computing & Storage, Voice System, ISP Facility & Deal (Etisalat/DU) to control budget.

**Project Management:** Expertise from requirement analysis to implementation and support. Interfacing with clients deploying technology-based solutions budgetary, IT Policy & Security management, Vendor Management and profit efficiency, Budgetary & completion with follow procedure of project documents.

**E-commerce Strategy:** Knowledge Digital Transformation & manage digital marketing Promote business, channels across PPC, Web AdWords ,Manage Develop all online activity & implement SEO Analysts on site optimization & SEM campaigns with ecommerce best practices & Agile methodologies industry trends.



**S Y N O P S I S**

**As a Head of ICT for the Group**

Reporting & Dealing with Top management (Chairman & Vice Chairman)

Managing IT Infrastructure team, IT Lead - Application, Development, Service Delivery & Network service team

**IT Management, Responsibilities & Activities:-**

Establish, execute & manage the technology strategy and roadmap to enhance business processes & systems efficiency and data integrity.

* Consult with decision-makers and recommend, develop, implement, and support cost-effective ICT solutions
* ICT Infrastructure operations ensuring that an appropriate technical & commercial support framework in place and the management, delivery of service & support.
* Overlook maintenance, licensing and purchase of all information technology software systems reduce costs across IT infrastructures and Multi platforms. (in premises and cloud)
* Follow world ICT best practices policies, applying the best technical solutions and provide support to implement to develop the performance
* Manages resources and Identifies requirement for the planning, upgrade / updates development of Application and delivery of IT & communications systems maintain & services [Application (ERP, CRM, DMS) Server, storage, security appliance and communication voice system of data, text, AV and images].
* Possessing a proven record of developing IT business processes, technical strategies, skills, and profit initiatives within the highly competitive business organizations.
* All ICT activities at HO & branches to cooperation with an internal & external client, full responsibility for budgeting, estimating, planning and objective.
* Influences senior level stakeholders and project teams, Engages with and through change management processes, procurement ensuring that the application & infrastructure is managed and follow as per SLA.
* Full understanding responsibilities of the Role and the functionalities. Knowledge developed as an I.T. professional through managerial roles in both pure IT and strategic planning.
* The latest applications administration of systems in security policies to protect Specializes of the planning, design, deployment & support of Application, network systems, infrastructure, provides high-level.
* Help desk software enables quicker resolution of tickets and better availability of IT services to establish a more organized IT department. (ITSM Tool - Service Desk Plus)
* MIS report understanding, Meetings with Client and then interaction with Developing team
* Introduced new technology Guide, lead & improve the performance of the agile methodology & framework, quality management of other department's operations.
* Played a key role in the implementation of projects, Automation process improvement & cost-saving initiatives which resulted in company savings millions of AED in year 2009 - 2012
* Monitoring and managing the performance of automated systems and services tools and techniques
* Develop & alert monitor the operations of infrastructure equipment & data centers and the level of performance.
* Strong technical infrastructure & architecture, Cloud, security, project management, governance compliance & vendor management skills. Cloud and Hybrid (Azure, AWS & Cloud computing, Blockchain technologies & digital Transformation)
* Financial Strategy and commercial acumen with the ability to manage large CAPEX budgets & goals.

**Software – Application & Development Service Delivery**

* New upgrade, Migration & implementation of SAP B1 & Oracle E-Business.(Dot Net, SQL, Java & etc.)
* Setup of Application ERP, CRM, DMS & B2B monitoring alert system, Call center / Help desk.
* New Company or Re-Platforming website to new CMS, portal & Apps, On-Premises Databases or on Cloud.
* Develop and implement strategies to drive sales and profitability (growth in conversion rates, average order value & lines per order)
* Application training employees & orienting to plans, monitors, and appraises job results
* Resource management to allot on project base and contract as per the requirement & coordinate resources and insure to complete project on schedule with leader departments.
* Developing strategies and incentives to enhance performance and Champions continuous improvement.
* Ecommerce site and report performance via dashboards Perform to ensure all offers, landing pages, product tiles and accurate copy.

**IT Infrastructure**

**Hardware - Network & Security Systems**

* Best solutions to Group of companies & for clients (IT Infra., Networking system, Firewall, Internal / External threats, Cloud, Storage – Big data, Virtualize & upgrade)
* Spearheaded the establishment of new Data Centre from tier 1 to 4.
* Communication Systems & Data Application
* Protection trend protection system (Data Center & Infrastructure) on cloud and on premises.
* **ELV, Network Security, CCTV & Access Control, AV & Wi-Fi System**

 Provides Turnkey Project & end-to-end solutions

Maximum project completed with commercial benefit to the company

**Successful Projects:** (Automation, IT Infra. ETE Solution, ELV, Backup/DR, DC, Soft App. Implement & migration)

*MOH (Ministry of Health), MBARF, EGA, Petrofac, KOGAS(Korean GAS), ADCSOG(Oil Field),RAK Finance, TANMIA, DP World, CCB(China Construction Bank), Expo 2020, MAF Magic Planet & Many more.*

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 **Awarded & Success:**

* Achieved IT Infra. Solution Award 2015 - Dubai, UAE
* Acknowledged as Forti CHAMP Award 2014 – Dubai, UAE
* Best IT Service & Support Award 2008 (Al Reyami Group) Dubai, UAE.
* Successfully introduced automation technology to reduced operation, process & flow chat to save cost 25% to 35%
* Attained Smart work training on IT interface scenario to run project management with latest environment

**A C A D E M I C S**

* **Education:**
* Master in Business Administration (IT Management)
* B Sc. Computer (Bombay University, India)
* Advance Diploma in Electronics & Networking (London, UK)
* Advance Diploma in Software Application
* **Professional Certificate & Training**
* PMP (6th Edition Framework)
* ITIL Standards & Certificate ISO 2700:2008 ISMS
* HP AIS Network Infrastructure
* Microsoft Windows Server Hyper & Infrastructure Management
* Cloud Computing Concepts & Storage
* Azure & AWS (Cloud Administrator)
* Fortinet, Juniper, Sophos, SonicWall & CCNSP
* MSCE, CCNP, Computer Technician & AMADEUS

**Personal Details**

**Date of Birth :** 1st August 1972

**Local Address :** Dubai, UAE

**Marital Status :** Married and blessed with two princesses

**Languages :** English, Hindi & Marathi

**Nationality :** Indian

**Driving License :** UAE, KSA, UK & India

“Further details can be explained during the discussion”