Khaled Audi خالد عودي

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Senior IT Role

Holding Master and Engineering Degree in Computer Science, more than 20 years of effective senior leadership and professional experience in information Technology industry.

Career Summary:

Accomplished IT executive with over 20 years of experience specializing in Cybersecurity, Digital Transformation, and Governance, Risk, and Compliance (GRC). Proven track record in driving organizational growth and innovation through strategic technology leadership. Skilled in developing and implementing technology visions and roadmaps aligned with business goals, leading high-performance teams, and managing complex projects. Expertise includes spearheading digital transformation initiatives, leveraging advanced technologies like AI and cloud computing, and ensuring robust IT infrastructure. Adept at managing technology budgets, optimizing resource allocation, and delivering solutions that enhance process efficiency, security, and client satisfaction while maintaining strict regulatory compliance.

Key Skills and Competencies:

- Leadership and Management
- ITIL Service Management (ITSM)
- PMI Project Management
- Fintech and Omni channels
- Change Management
- IT Governance
- Budget Management
- Digital transformation strategy
- Strong organizational and analytical skills
- Applications and Data Management
- Cybersecurity, and Risk management
- Swift Messaging and Swift Infrastructure
- Resource management
- Vendor Management

Education:

- **Organization Leadership and Innovation**   Massachusetts Institute of Technology (MIT)
- **Master's Degree in Computer Science**   Riga Aviation University
- **Bachelor of Science System Technique Engineer**   Riga Aviation University

Major projects I've led and managed:

- Led the development and implementation of a comprehensive financial ecosystem, including digital channels and a mobile app, resulting in increased customer engagement and revenue.
- Led and manage the optimization of our Oracle EBS ERP system, ensuring smooth integration across departments and business units. I collaborated with key stakeholders to pinpoint process improvement and automation opportunities within the ERP environment. Additionally, I lead ERP enhancement projects, from gathering requirements and designing solutions to implementing and providing post-implementation support.
- Design and implement multiple digital solutions, including B2B, B2C, C2C, Mobile App, Self-Service Kiosk, DAMS (Digital assets management system) DDMS (Digital document management system), SaaS|PaaS, enhancing customer payment experiences.
- Managed the migration of the Jewelry SAP system and implementation of a CRM application, improving operational efficiency and customer relationship management.
- Architect and implementation multiple Tier1 Data Centers using the latest hyper-converged technology, enhancing data center performance and reliability.
- Designed and implemented a cloud-based Certified SWIFT Service Bureau, offering managed services and connectivity for over **200 financial institutions**, improving financial transaction efficiency.
- Implemented and supported multiple AML solutions for more than **50 financial institutions** worldwide, improving compliance and reducing fraud risk.

- Successfully implemented various KYC and eKYC processes for financial applications, ensuring robust identity verification and compliance with AML regulations, which enhanced security and streamlined customer onboarding
- Led complex projects, such as SWIFT migration and integration in major financial institutions including ARAMCO, DIFX, ADIA, NBK, Central Bank of Bahrain, ARAB Bank, ABC, CBD, ADI, DIB SWIFT IP Phase I & II, ensuring smooth transition and integration.
- Designed and implemented different technologies using RPA concepts to automate various processes, resulting in increased efficiency and cost savings.
- Led and managed multiple the implementation of PCI DSS, ISO 27001 project, and all related regulations and security standards, ensuring compliance and data security.
- Architect and implement multiple smart applications and digital Omni-channels, aligning with and supporting business strategy, improving customer engagement and service delivery.
- Designed and implemented different VSaaS/CCTV solutions across 200 branches, ensuring compliance with police regulations and enhancing security.
- Managed the UAE Ministry of Labor INJAZ automation Project, overseeing the implementation of Smart Forms, new labor IDs, and smart labor contracts using smart forms technology.
- Managed the implementation of the Dubai Police Vehicle Registration and driving license issuing system across headquarters and 16 remote branches, enhancing efficiency and service delivery.
- Oversaw the DNRD UAE passport issuing system, eGate Project, ensuring seamless passport issuance processes.
- Managed the implementation and integration of various solutions including CRMs, DLP (Data Loss Prevention), SEIM (Security Information and Event Management), and DMS (Document Management System), improving operational efficiency and security.

Professional Experiences:

❖ **Troika Technologies,** DUBAI, UAE. **Chief Technology Officer,** April 2021
  - ○ **Key Responsibilities:**
    - ▪ Develop and implement the technology vision and roadmap aligned with business goals.
    - ▪ Identify emerging technology trends to drive the company forward.
    - ▪ Lead innovation and digital transformation efforts to enhance business processes and customer experiences.
    - ▪ Champion cutting-edge technologies like AI, cloud computing, and data analytics for competitive advantage.
    - ▪ Oversee R&D initiatives and product development to meet market needs on scalable platforms.
    - ▪ Ensure reliable, scalable, and secure IT infrastructure, adhering to regulatory standards.
    - ▪ Collaborate with C-suite executives to align technology with business objectives.
    - ▪ Manage the technology budget, ensuring efficient resource allocation to support strategic goals.
    - ▪ Make strategic decisions on technology investments, vendor partnerships, and risk mitigation.

❖ **AL Ansari Exchange,** DUBAI, UAE. **Head of IT**, July 2007 – March 2021
  - ○ **Key Responsibilities:**
    - ▪ IT Infrastructure, IT operation, IT governance and cybersecurity strategies
    - ▪ Project management
    - ▪ SWIFT environment and all related tools and integrations
    - ▪ Data Centre, BCP/DR, Infrastructure and applications performance uptime 99.99%
    - ▪ Information Security Strategy and risk management program
    - ▪ IT steering comity Incident, Problem, Change and Release management using ISO/IEC 27001 and ITIL framework.
    - ▪ Develop and implement data risk management strategies to safeguard data assets and infrastructure.
    - ▪ Establish and maintain data governance frameworks aligned with business goals and regulatory requirements.

- Continuously enhance data governance, risk management, and security through regular reviews and updates.
- Conduct risk assessments to identify vulnerabilities and improve data systems.
- Implement risk mitigation strategies to ensure data integrity and confidentiality.
- Architect and implement first centralized CCTV using MPLS as per SIRA standards
- IT Strategy and IT Budget (OPX and CAPX)
- Digital channels and business Innovation strategy
- Create and execute strategies to advance operational digital transformation, pinpointing areas for enhancement and instigating change through inventive systems, platforms, and technologies.
- Mange and oversee emerging technologies, upgrade and migration roadmap
- Vendors management, SLA's , contracts and agreements
- Architect and implement a robust and highly secure Data Centers and financial application environment using latest technologies such as NUTANIX, F5: AFM, ASM, APM, LTM, AAM, GTM IDS/IPS, Oracle DBs, SQL SIEM, LDAP & 2 factor Authentications, DLP Data Leakage Prevention etc…
- Innovative digital channel applications such as smart Kiosk, Mobile app, instant payment applications, digital screens (Rate and Marketing), VSaaS, cost effective SIRA connectivity, UAEPASS, ICA
- Implement and manage redundant DR disaster recovery site and BCP policy.
- Define and execute the technical strategic roadmap for new technologies and architectures including end-to-end implementations.

❖ **Eastnets,** DUBAI, UAE. **Regional Technical Manager** MENA, Sep 2002 – April 2007
   o **Key Responsibilities:**
     - IT team consulting services and Pre-Sales team
     - Manage multiple functions such as Consultants, Project Management, , Support and Customer services across GCC and MENA.
     - Direct pre-sales and management of KEY partners in Financial and Government Sectors.
     - Design and implement a complete and robust reliable service availability, Business continuity strategy, full Disaster Recovery Site "DR", and full, automated Failover, and Back-up procedures.
     - Lead and Manage SWIFT technical team and Migration projects in MENA region
     - Design, implement and manage global SWIFT Certified Service Bureau SAAS for more than 250 Financial Institutions and Corporates in MENA region.

❖ **GIT Global Information Technology,** DUBAI, UAE**. Technical Manager,** Nov 1997 – August 2002
   o **Key Responsibilities:**
     - Lead, deliver and support multiple government projects, Dubai police Driving License and Car Registration system and related remote site, etc…
     - Ministry of labor INJAZ Project (Work permit ID card), Dubai Police Driving License and Vehicle Registration (MULKIA) Issuing System, UAE Passport Issuing System and IVR System, Sharjah Police Archiving System, e-Gate, etc …
     - Implementation, Installation, Monitoring and administration LAN/WAN network
     - Designing, implementation and managing the entire infrastructure, security and systems
     - Manage Payment Gateway integration, IVR system, IBS, Cisco, AVAYA VOIP,

Certifications and training:

- Leadership and Innovation
- Digital Transformation
- ITIL Service Management (ITSM)
- SWIFT Certified Expert
- PMP Project Management (PMI)
- Oracle Fusion, Oracle Database, SQL, MySQL, Java Sprint Boot. Python, Golang
- Compliance and AML Solutions
- Information Security Management Systems (ISMS) Auditor/Lead Auditor

- ISO/IEC 27001 Lead Auditor IRCA
- Strategic Leadership Program
- Strategic Leadership and Planning
- Cisco courses (CCNA, ICRA, CSPFA, CSVPN, ACRC, CCNP, CISSP, CISM and Other)
- Load balancers and security appliances such as Firewalls, Switching, A10, F5 LTM, APM, DDoS Cisco, Websense, SEIM, DLP, EDR, XDR, MDR, PKI, LAN/WAN network technologies, VLANs, Ms office 365 , Wi-Fi, IP addressing, DHCP, DNS, IPTV, IP Phone System .etc...
- Manage different systems such as ECO core system, CRM, DMS, Oracle Weblogic and databases, SAP, SWIFT, AML, and many others
- Platforms such as: MiFID, CASS
- Development languages: PHP, Microsoft .NET Core, C#, ASP.NET, and Web API. Web 2.0 Web 3.0