Adel Ammari

IT Director | Enterprise Technology Leadership | Digital Transformation | Operational Resilience

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PROFILE

IT Director with 20+ years of experience leading enterprise IT operations, infrastructure strategy and digital transformation across complex enterprise environments. Proven track record in building and leading high-performing technology teams while delivering reliable, secure, and scalable enterprise technology platforms across hybrid and multi-cloud environments (Azure, Oracle, AWS, GCP).

Experienced in driving operational resilience, large-scale enterprise technology initiatives, and complex IT transformation programs. Adept at aligning technology capabilities with business priorities while strengthening service reliability, cybersecurity posture, and enterprise IT governance.

Recognized by EXITO in 2024 as one of Saudi Arabia's Top 50 Technology Leaders to Watch – Digital Transformation (DT50) and Data Centers (DATA50).

CORE COMPETENCIES

- **Technology Leadership:** Driving enterprise technology strategy and digital transformation aligned with business objectives.
- **IT Operations & Service Management:** Leading reliable, secure, and high-performing enterprise IT services.
- **IT Transformation:** Leading enterprise modernization and large-scale technology transformation initiatives.
- **Enterprise Architecture:** Governing scalable enterprise architecture across cloud, hybrid, and on-premise environments.
- **Cloud & Infrastructure Strategy:** Driving hybrid and multi-cloud platforms (Azure, Oracle, AWS, GCP).
- **Innovation & Emerging Technologies:** Leveraging AI, automation, and emerging technologies to enhance business capabilities.
- **Cybersecurity & Risk Management:** Strengthening security posture through governance, compliance, and risk management.
- **Vendor & Partner Management:** Managing strategic technology vendors and partnerships to maximize value delivery.
- **Team Leadership & Organizational Development:** Building and leading high-performing technology teams.
- **Process Optimization & Continuous Improvement:** Optimizing IT operations and service delivery through continuous improvement.

EXPERIENCE

Alinma Bank - Riyadh, Saudi Arabia | Aug 2025 – Present
Principal Technology Resilience Architect | Active-Active

- Driving operational resilience architecture initiatives as part of the bank's enterprise Active-Active transformation program, strengthening resilience across mission-critical banking platforms.

Skyline Fusion - Riyadh, Saudi Arabia | Oct 2024 – Aug 2025
Director of Information Technology

- Established IT governance, policies, and operational procedures ensuring regulatory compliance and reliable service delivery.
- Led enterprise IT operations across infrastructure, systems, and support services, providing strategic direction and operational oversight.
- Managed IT budgets, vendor contracts, and strategic technology partnerships.
- Led the successful implementation of the IT environment for the General Authority of Civil Aviation (GACA) Museum.

CENOMI CENTERS - Riyadh, Saudi Arabia | Aug 2014 – Jun 2024
Director of Information Technology Operations

- Defined and executed enterprise IT operations strategy aligned with business objectives.

- Led and developed a high-performing IT organization of 13 members overseeing infrastructure, cloud, support, network, and cybersecurity operations, improving overall system reliability by 50%.
- Directed the design and operation of secure enterprise IT platforms, achieving ISO 27001 certification.
- Established IT governance, policies, and operational procedures ensuring regulatory compliance and resilient service delivery.
- Managed IT budgets and vendor partnerships, achieving over 60% cost savings through cloud optimization and contract renegotiation.
- Implemented disaster recovery and incident response capabilities ensuring 99.9% system availability during critical operations.
- Strengthened enterprise cybersecurity posture through implementation of SIEM, XDR, and DLP technologies.

Earlier achievements as Appian BPM Technical Delivery Manager (Aug 2014 – Jan 2017):

- Delivered enterprise BPM automation initiatives, improving operational productivity by 80%.
- Led multiple BPM implementations, streamlining workflows and reducing operational costs.
- Promoted to Director of IT Operations following successful transformation initiatives.

MOBILE CHANNELS COMPANY - Amman, Jordan | Jul 2013 – May 2014
Projects and Operations Director

- Optimized DevOps processes, increasing productivity by 30%.
- Directed technology operations to maintain service quality and operational efficiency.
- Led the successful delivery of multiple technology projects.

EBECS LIMITED - Amman, Jordan | Nov 2010 – Jun 2013
Microsoft Dynamics AX & CRM Functional Consultant

- Led pre-sales engagements, analyzing client requirements and designing tailored solutions.
- Delivered Microsoft Dynamics AX and CRM implementations for UK enterprise clients, including **Aston Martin Lagonda**.

ESENSE SOFTWARE - Amman, Jordan | Dec 2007 – Aug 2010
Senior Appian BPM Lead Consultant

- Led the Appian BPM functional consulting team delivering enterprise process automation initiatives.
- Implemented Appian BPM solutions for government and private sector organizations, including **The Royal Hashemite Court of Jordan** and **Jordan Dubai Capital (JD Capital)**.
- Conducted business process re-engineering and workflow modeling to optimize operational efficiency.

UNITED BUSINESS APPLICATIONS (UBA) - Amman, Jordan **|** Feb 2006 – Dec 2007
Senior Sage Accpac Certified CRM Consultant

- Delivered end-to-end Sage Accpac CRM implementations across multiple industry sectors.

COMMUNITY DEVELOPMENT GROUP (CDG) - Amman, Jordan | Jul 2005 – Jan 2006
Systems Administrator

- Developed and maintained the organization's website using .NET technologies.
- Administered core IT infrastructure including Microsoft Exchange and ISA Server.

LANGUAGES

Arabic (Native) | English (Fluent) | Russian (Intermediate)

EDUCATION

THE UNIVERSITY OF JORDAN - Amman, Jordan
Bachelor of Science in Computer Information Systems (CIS) - 2005

KEY ACHIEVEMENTS AND TECHNICAL HIGHLIGHTS

- **Cloud Migration: Led enterprise cloud migration initiatives that improved system reliability by 50% while reducing operational costs**.
- **Technology Leadership**: Led and developed cross-functional technology teams of 30+ professionals.
- **Budget & Vendor Management**: Oversaw multi-million-dollar IT budgets and strategic vendor partnerships.
- **Cloud & Innovation Strategy**: Designed and executed a cloud-first strategy leveraging Azure and Oracle platforms while introducing AI and IoT capabilities.
- **Cybersecurity & Compliance**: Strengthened enterprise security posture and achieved ISO 27001 certification.
- **Operational Resilience**: Implemented disaster recovery and cloud backup strategies ensuring enterprise business continuity.
- **Smart Infrastructure (IoT):** Implemented AI-powered footfall analytics across 22 malls using 250+ sensors.
- **Digital Platforms**: Delivered digital signage deployments across 200+ screens across multiple locations.
- **Enterprise Systems**: Led enterprise ERP and CX platform implementations supporting large-scale business operations.

SKILLS

IT Leadership | Technology Strategy | Digital Transformation | IT Governance | IT Operations | Enterprise Architecture | Cloud Strategy (Azure, Oracle, AWS, GCP) | Cybersecurity & Risk Management | Operational Resilience & Disaster Recovery | IT Service Management (ITIL) | Vendor & Budget Management | Enterprise Platforms (ERP, CRM, BPM) | Data & Analytics | Emerging Technologies (AI, IoT, Automation)

CERTIFICATIONS

- Artificial Intelligence Programme – University of Oxford (Saïd Business School), 2024
- Google Cloud Certified – Cloud Digital Leader
- ITIL® Foundation Certification
- Microsoft Certified Technology Specialist (MCTS)
- Microsoft Certified Business Management Solutions Specialist (MCBMSS)
- Sage Accpac Certified CRM Consultant

PROFESSIONAL DEVELOPMENT

- Project Management Professional (PMP) Program
- CISSP Program – Information Security
- Oasis500 Mini-MBA Bootcamp – Wave 21

AWARDS & RECOGNITIONS

- Recognized by EXITO in 2024 as one of Saudi Arabia's Top 50 Technology Leaders to Watch – Digital Transformation (DT50)
- Recognized by EXITO in 2024 as one of Saudi Arabia's Top 50 Technology Leaders to Watch – Data Centers (DATA50)
- Led the IT organization recognized with the IDC "Best IT Service Transformation" Award, 2018
- 1st Place – Business Category, Orange Apps Awards
- 3rd Place – Entertainment Category, Orange Apps Awards