

Adel Ammari

Information Technology Director

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PROFILE

Accomplished IT Director with over 19 years of experience leading IT operations, service management, and digital transformation across diverse industries. Proven track record in building and managing high-performing IT teams, ensuring operational excellence, and delivering reliable, secure, and scalable IT services. Skilled in optimizing multi-cloud infrastructures (Azure, Oracle, AWS, GCP) and integrating emerging technologies such as AI, IoT, and automation to support business goals. Recognized by EXITO in 2024 as one of Saudi Arabia's top 50 leaders to watch for Digital Transformation and Data Center. Experienced across MENA, GCC, and UK regions, aligning IT service delivery with organizational needs to drive efficiency, innovation, and sustained enterprise performance.

CORE COMPETENCIES

- **Technology Leadership:** Driving technology vision, digital transformation, and alignment with business objectives.
- **IT Operations & Service Management:** Ensuring reliable, secure, and high-performing IT services and operations.
- **IT Transformation:** Leading large-scale transformation initiatives, modernizing legacy systems, and implementing innovative solutions.
- **Enterprise Architecture:** Designing scalable, secure, and agile technology environments across cloud, hybrid, and on-premises infrastructures.
- **Cloud & Infrastructure Management:** Managing multi-cloud (Azure, Oracle, AWS, GCP) and on-premises environments for optimized performance and cost efficiency.
- **Innovation & Emerging Technologies:** Integrating AI, IoT, and automation to enhance business capabilities and competitiveness.
- **Cybersecurity & Risk Management:** Developing and enforcing robust security, compliance, and risk mitigation frameworks.
- **Vendor & Partner Management:** Building strategic vendor relationships and managing contracts to ensure value delivery.
- **Team Leadership & Organizational Development:** Leading, developing, and scaling high-performing IT teams—both established and newly formed—to achieve operational excellence.
- **Process Optimization & Continuous Improvement:** Streamlining IT processes and driving continuous improvement to support efficiency and business growth.

EXPERIENCE

Tab AlKhaleej – Future Vision

Riyadh, Saudi Arabia

Director of Information Technology

Nov 2024 – Present

- Formulate and enforce IT policies, procedures, and best practices, ensuring regulatory compliance and minimizing downtime.
- Independently lead and execute all IT operations, combining strategic oversight with hands-on implementation across infrastructure, systems, and support.
- Manage the IT budget, negotiate contracts, and maintain strong relationships with technology vendors.
- Led the implementation of the IT system for the GACA Museum (General Authority of Civil Aviation), ensuring full alignment with GACA's top security standards.

CENOMI CENTERS

Riyadh, Saudi Arabia

Director of Information Technology Operations

Aug 2014 - Jun 2024

- Developed and implemented information technology strategies aligned with business goals.
- Led and mentored a high-performing IT operations team of 13 members, managing IT Infrastructure, Cloud, Support, Network, and Security functions, while driving a 50% increase in system reliability through key initiatives.
- Directed the design, implementation, and maintenance of reliable and secure IT systems, achieving ISO 27001 certification and enhancing overall security posture.
- Formulated and enforced IT policies, procedures, and best practices, ensuring compliance with regulatory standards and minimizing downtime due to security breaches.

- Managed IT budget, negotiated contracts, and maintained vendor relationships, realizing significant cost savings of over 60% by optimizing cloud usage and renegotiating vendor terms.
- Developed and implemented incident response and disaster recovery plans, ensuring business continuity with a 99.9% system uptime during critical operations.
- Mitigated IT risks protecting organizational assets, leveraging advanced tools like SIEM, XDR, and DLP to proactively reduce cybersecurity incidents.
- Collaborated with other departments to address technology needs.
- Ensured effective communication and coordination between IT and other business units.
- Implemented KPIs to monitor IT performance, enhancing SLA adherence and enabling better alignment with business objectives.
- Facilitated continuous team development through training programs.
- Ensured IT operations complied with regulations and industry standards, maintaining consistent audit readiness and alignment with industry certifications.

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

- Transformed and automated key business processes, increasing productivity by 80% through delivery of Appian BPM solutions.
- Successfully led multiple end-to-end BPM implementations, streamlining workflows and reducing operational costs.
- Recognized for exceptional performance and promoted to Director of IT Operations.

MOBILE CHANNELS COMPANY
Projects and Operations Director

Amman, Jordan
Jul 2013 - May 2014

- Optimized DevOps processes, boosting productivity by 30%.
- Directed daily technology operations to maintain quality and enhance efficiency.
- Led successful execution of multiple projects.

EBECS LIMITED
Microsoft Dynamics AX & CRM Functional Consultant

Amman, Jordan
Nov 2010 - Jun 2013

- Led pre-sales activities, analyzing client needs and crafting tailored solutions.
- Implemented Microsoft Dynamics CRM and AX projects for clients in the United Kingdom, including Aston Martin.

ESENSE SOFTWARE
Senior Appian BPM Lead Consultant

Amman, Jordan
Dec 2007 - Aug 2010

- Led the Appian BPM Functional Team.
- Executed major Appian BPM Suite implementations in government and private sectors.
- Conducted business process re-engineering and process mapping/modeling.

UNITED BUSINESS APPLICATIONS (UBA)
Senior Sage Accpac Certified CRM Consultant

Amman, Jordan
Feb 2006 - Dec 2007

- Delivered end-to-end project implementations successfully.

COMMUNITY DEVELOPMENT GROUP (CDG)
Systems Administrator

Amman, Jordan
Jul 2005 - Jan 2006

LANGUAGES

Native Proficiency in Arabic (C2), Fluent in English (C2), Intermediate in Russian (B1).

EDUCATION

THE UNIVERSITY OF JORDAN

Bachelor of Science in Computer Information Systems (CIS) - Information Technology - Computer Science

Amman, Jordan
2005

KEY ACHIEVEMENTS AND TECHNICAL HIGHLIGHTS

- **Cloud Migration:** Successfully led a cloud migration project that transformed the company's IT infrastructure, resulting in a 50% increase in system reliability and a significant reduction in operational costs.
- **Team Leadership:** Managed 33+ professionals across multiple teams and projects.
- **Budget Management:** Oversaw multi-million-dollar budgets.
- **AI, IoT and Cloud-first Strategy:** Created and executed a cloud-first strategy, including AI and IoT.
- **Cloud Infrastructure Management:** Managed 35+ servers, 22 firewalls, and 70+ SaaS applications across Azure and Oracle Clouds.
- **SAML 2.0 SSO:** Configured all applications with SAML 2.0 single sign-on for streamlined authentication and enhanced security.
- **Cost Savings:** Achieved over 60% savings by optimizing cloud usage, uptime, and utilizing reserved instances.
- **ISO Certification:** Secured ISO 27001 certification.
- **Cybersecurity:** Managed cybersecurity initiatives including SIEM, XDR, MDM, DLP, IRM, SOC, NDR and security awareness training.
- **Footfall Analytics:** Implemented footfall analytics in 19 malls using 250+ AI enabled sensors.
- **Digital Signage:** Executed digital signage projects involving 200+ screens.
- **Platform Migration:** Coordinated the migration between Microsoft 365 and Google Workspace.
- **Cloud Backup and DR:** Established cloud backup for all M365 services and implemented a disaster recovery plan.
- **ERP and CX Projects:** Successfully implemented ERP and CX projects with both Infor and Oracle.
- **Eco-friendly Printing Initiative (ESG):** Implemented cloud printing solutions aimed at reducing waste and energy consumption while promoting a culture of reduced printing.
- **Indoor Positioning:** Implemented digital maps for 22 malls with indoor positioning using blue dot technology, eliminating the need for additional infrastructure investment.
- **Smart Office Tech:** Installed and configured guest Wi-Fi and smart office technologies, increasing productivity by 40%.
- **Signature Solutions:** Implemented email signature solutions for 750+ employees and deployed digital signature solutions.

SKILLS

Leadership | Digital Strategy | Information Technology Management | Project Management | Digital Transformation | Cloud Computing (Azure, Oracle, AWS, GCP) | Cybersecurity Awareness and Implementation | Emerging Technologies (IoT, AI, VR, AR, Automation, Blockchain) | Network Design and Implementation, RTLS | Enterprise Software (ERP, CRM, BPM, RPA) | IT Operations | Security Policy Development and Enforcement | Microsoft 365 | Google Workspace | Data Analysis Tools (Excel, Power BI) / Big Data | Decision Making | Problem-Solving | Critical Thinking | ITIL Framework | Data Lake Management | Analytical Thinking

COURSES AND CERTIFICATES

- Certified Oxford Artificial Intelligence Programme 2024, University of Oxford
- Certified Google Cloud – Cloud Digital Leader (CDL)
- ITIL Foundation Certified
- Project Management Professional (PMP)
- CISSP
- Oasis500 Mini-MBA bootcamp, wave 21
- Microsoft Certified: MCTS, MCBMSS
- Sage Accpac Certified CRM Consultant

AWARDS AND RECOGNITIONS

- Recognized by EXITO as one of Saudi Arabia's top 50 tech leaders to watch in 2024 – DT50 – Digital Transformation
- Recognized by EXITO as one of Saudi Arabia's top 50 tech leaders to watch in 2024 – DATA50 – Data Center
- Led the team recognized with the IDC Best IT Service Transformation Award in 2018
- 1st Prize Winner "Business" Orange Apps Awards
- 3rd Prize Winner "Entertainment" Orange Apps Awards