

# RIZWAN M. QURESHI

## ASST. DIRECTOR IT, GROUP IT MANAGER, IT MANAGER

### Contact Information »»



**Address** : Saudi Arabia - Riyadh  
**Mobile Phone** : +966-569-846926  
**E-Mail** : [riz\\_qureshi@hotmail.com](mailto:riz_qureshi@hotmail.com)

### EXECUTIVE PROFILE

More than 10 years of experience in IT Industry, successfully recognizing IT problems, prioritizing corporate needs for several business units across the country to meet business objectives and developing solutions that improved the efficiency of IT operations.

Able to handle stressful situations and time crunch schedule, passion to resolve complex problems

An ambassador of change management within preset budgets and deadlines

An incisive planner and leader with exemplary relationship management, analytical and organizational skills

### WORK EXPERIENCE

#### Fawaz Alhokair Group, Saudi Arabia

#### Retail Group

URL: [www.fawazalhokair.com](http://www.fawazalhokair.com)

One of the most prominent group (with turnover of 5 billion SAR) having Fashion Retail, Géant Hypermarket, Kika, Best Electronics, FNE, Arabian Centers. Largest Fashion retailer with 1250 stores (connected to head office) and 95 brands across Saudi Arabia, holding franchise for fashion houses such as Marks & Spencer, Nike, Zara, GAP, Ninewest, Aldo, Spring, Wallis, Celio, Lasenza, and many more. 150 restaurant of Cinnabon, Tony Romas, London Dairy, The Pizza Co. and many more. In Real Estate have Mall of Arabia, Hayat Mall, Galleria Mall, Dehran Mall and many more.

#### 1. Asst. Director IT/Compliance Manager

Dec. 2007 – Present

- Assist the Group IT Director to deliver against IT Strategic objectives within recognized standards
- Assist the Group IT Director in directing, planning and coordinating supervising the diversified functions of Group
- Act as the Group IT representative on appropriate consultation and steering groups and other relevant forums and committees as required
- Form and manage Group IT by combining 5 companies of AlHokair Group. Smooth transition and restructuring of all IT staff into the Group IT
- Develops, presents and supports budget estimates and financial plans of Group IT
- Bring in new & innovative technologies (share point portal concept, UC, Virtualization, Corporate licensing, Corporate wide Information Security etc.) by aligning IT with business objective
- Lead, review and propose amendments to compliance policies and procedures relating to IT Operational Discipline and Data Protection
- Lead & negotiates (SLA, OLA, AMC, Agreement) with vendors, contractual terms and conditions regarding acquisition, installation and maintenance of IT Assets
- Re-negotiate all ongoing contracts (Support, license & AMC) and reduced the cost to 50%
- Managing corporate wide software licenses of Microsoft, Symantec Antivirus, Citrix, Oracle etc
- Plan & Implement IT Asset Management life cycle across the Group including introducing new technology, disposal, depreciation, asset movement, repair etc
- Makes decisions regarding hiring, discipline and promotion of Group IT

#### Achievements:

- **IT Experience:** Gain IT experience related to Retail, Real Estate, Construction, Food, Hyper Market industries
- **Transform IT into Group:** Achieved the goals of transforming IT into Group
- **50% Cost Reduction:** Achieved 50% cost reduction in ongoing contracts by re-negotiating the terms
- **No Budget:** Handle IT for 6 months without budget by efficiently utilizing existing resources
- **IT Budget:** Produced IT budget by focusing on CTB (change the business) growth areas linked to business objectives and reducing share of RTB (run the business)

- **IT Debt:** Negotiated vendors to delay payments to meet management KPI
- **Compliance:** Introduced IT Compliance by creating IT Policies & Procedures and continuous monitoring for the proper implementation of IT compliance to these policies and procedures which are based on international standards and acceptable by the Deloitte (external auditors)
- **Information Security:** Introduced information security by managing IT Risk, Business Continuity, Threat & Vulnerability, Infrastructure Hardening, Forensic Analysis, Disaster Recovery, Security awareness program etc.
- **Corporate Contact:** Established good contacts with all leading vendors like Microsoft, Oracle, Symantec
- **Opening up IT CO.:** With a team produced case study of opening up IT Co
- **IT No Profit No Loss:** Help implementing Hokair Group's strategy of IT as no profit no loss by using cross charging businesses of the group
- **ERP Selection:** Part of the committee, worked to select ERP solution (SAP or Oracle) for the group
- **Unwanted IT Stock:** Sold unused and unwanted IT stock (New & Old) in to the market and achieved target price
- **Data Center:** Upgrade and enhance capabilities of Data center covering electro mechanical area

## 2. System Support Manager

**Feb. 2006 – Nov. 2007**

- Ensure the proper replication and transfer of all data (e.g. sales, price files, IBT etc.) to 1200 stores (70 Malls) accurately in the servers and timely communicate to the respective parties in accordance with Company Policy and Procedures in order to ensure smooth and uninterrupted flow of data
- Ensure the effective communication and coordination on IT related issues to and from the respective Brand Partners
- Coordinate with new Brand Partners and other concerned parties on the provision of the data communication to seamlessly integrate into the replication system for timely deliverance of replicated data
- Plan, manage and resolve by testing of probable solutions for major technical problems
- Plan, manage and execute change management process from testing to deployment
- Handle Special Projects as assigned by Group IT Manager from time to time
- Ensure the monitoring of all servers (across kingdom) for efficiency
- Coordinate with the IT network team in the resolution of network downtime to ensure smooth and uninterrupted operations of IT
- Ensure proper maintenance and monitoring of offline servers (across kingdom) in order to ensure availability of data

### Achievements:

- **Dept Creation:** Successfully developed, upgraded and restructured support dept. to fully cater the needs of the business
- **Support Other Business:** Provide support to other businesses of the Group like Riyadh Pharmacy, Wahba Trading, Retail Group Jordan, Alfareeda Trading, Al Waheeda trading, FAS Holding
- **Research and Development Section:** Established and actively participated to find probable solutions for major technical problems
- **SLA:** Introduced SLA with brand partners to ensure regular IT operations and timely availability of data to brand partners in the night to their home countries like Spain, UK, Italy etc
- **Replication:** Achieved a milestone in normalizing replication process of data to and from 120 servers across kingdom
- **Staff Training:** Successfully trained all staff on latest technology by introducing in-house training
- **Accuracy of daily Sales Figure:** Achieved availability of sales with accuracy by 10:00 am in the morning from all 1200 stores
- **Round the clock dept. to normal hours:** Successfully implemented shift & roster planning and bring the team to 8 hours per day work compare to 18 hours of work by every member of team and eliminate overtime from dept.
- **Change Management:** Implement change management process in IT

## Al-Mahmal Group, KSM Al-Mutamyeza Co. , Saudi Arabia

**Fashion Retail**

### IT Manager

**Sep. 2004 – Jan. 2006**

- Define, review & implement IT Strategies, policies and procedures in line with the organizational strategy, policies & procedures to achieve correct synergies with core operations
- Day to day management of the IT department in all areas pertaining to systems, infrastructure, supplier interactions and maintenance activities
- Develop & manage an IT budget in a format prescribed by the organization to ensure a planned approach to each new fiscal year
- Technology path for the organization to boost the core business of the organization with a view to achieving IT enabled operations in every area
- Team development and training initiatives to ensure better efficiency in each IT team member and ensuring the team is abreast of latest trends in technology
- Team management with a guide and hone approach to ensure better team morale lending higher productivity and lower attrition rates

**Achievements:**

- **Dept. Creation:** Successfully developed and restructured IT dept. to fully cater the needs of the business
- **EDP Dept:** Developed and enhanced role of EDP dept.
- **ERP Solution Selection:** Selected best available mid level ERP software “Penygon” and NCR software “POS”
- **POS Machines:** Lead selection process of Cash till (POS) and finalized state of the art NCR machines
- **ERP Implementation:** Lead implementation of ERP solution “Penygon” as back office and NCR POS as front office application.
- **Infrastructure Implementation:** Lead implementation of servers, desktops, network & wan connectivity
- **Major IT Solutions:** Lead implementation of Antivirus software, storage, ISA, UPS etc.
- **ERP Customizations:** Lead and managed customizations in ERP software as per the business requirements

**Orbits Technologies, ERP Division, Saudi Arabia****IT Service Provider****Project Manager (ERP/IT)****Jun. 2001 – Aug. 2004**

- Manage assigned projects independently & responsible for overall project successful completion.
- Provide Technical and Business Consultation of ERP Software “Arqam”
- Establish and maintain relationships with suppliers and clients
- Assemble and manage teams of information systems personnel to design, develop, implement, operate and administer computer and networks and information systems (ERP)
- Developing Project Plans and monitoring progress.
- Proposing complete solutions by combining Latest Cutting Edge Developments & Existing Applications.
- Instructing the Customization Team to meet Customization Requests.
- Monitoring project expenses to approved budget and taking appropriate actions where necessary.
- Preparing periodic status reports and other Project Documents.
- Conducting Product Meetings and Presentations.
- Taking action to obtain resolution of Project issues ensuring smooth in-time delivery of deliverables.
- Recruit and supervise computer analysts, engineers, programmers, technicians and other personnel and oversee their professional development and training.
- Representing the company in various exhibition

**Achievements:**

- Lead technical & development team to successfully complete 3 of company’s “long-open” conflicted projects
- Implemented 18 Projects of Various types in the field of ERP “Arqam”
- Independently completed several large projects like Inventory System in Saudi Investment Bank, Asset Management System in Kingdom City Compounds.
- Furthermore, independently completed various other medium/small scale multi-site Retail business Projects.
- Lead Project Implementation and monitoring trainers for quality assurance.

**Network & Sys. Engineer, Jaffer Brothers Pvt. Ltd. NADRA Project – Pakistan Jun. 2000 – Jan. 2001****System Administrator, Infovision Institute of IT – Pakistan Feb. 1999 – May 2000**

## QUALIFICATION

<b>Education:</b>	MSc. Computer Science (Pakistan)
<b>Training, Certificates:</b>	ITIL V3 MCSE (NT 4.0/ Windows 2000) Diploma in software Development IBM Advanced Technology Training Small Business Server 2000 Microsoft Windows 2000 (File, Print, Web) Server Microsoft SQL Server 2000 & 2005 Retek 12.0, Appworx 12.0, Aix Solarix Unix 5.0, ERP – Oracle 11i, Infinity, Penygon, Arqam POS Hardware/Software

## PERSONAL INFORMATION

**Birth date:** 15. Feb. 1977**Gender:** Male

Rizwan Qureshi

<http://www.rizwanqureshi.com>

Page 3 of 4

**Nationality:** Pakistani  
**Marital Status:** Married, 1 child

## TECHNICAL SKILLS

<b>Project Management</b>	Demonstrations, Evaluation, Costing, Complete Plan, Implementation
<b>ITIL V3</b>	Service Level Management, Service Design, SLA, OLA, Service Catalogue
<b>Operating System</b>	Red Hat Linux, Fedora Linux, AIX SOLARIS Unix 5.0, Windows NT 4.0, Windows Server 2000/2003
<b>ERP</b>	Oracle 11i, EBS 12, Retek 12, 360 Commerce, Arqam, Infinity, Penygon, NCR POS
<b>Database</b>	Oracle 9i, 10g, Microsoft SQL Server 6.5,7.0,2000, 2005, Access
<b>POS Hardware</b>	IBM, NCR, Posiflex, Epson, Samsung, Unitech
<b>Connectivity</b>	VPN, Satellite, Wireless, Lease line, GPS
<b>Replication Tech.</b>	MS SQL Server, Retek RIB, See beyond E*Gateway 5.1.2
<b>Job Scheduler</b>	Appworx 7.0, SQL Server, windows scheduling
<b>IT Asset Management</b>	Altiris, LanDesk, Manage Engine
<b>Service Desk</b>	Altiris, LanDesk, Manage Engine
<b>CMDB</b>	Release Management, Change Management, problem Management (Altiris, LanDesk)
<b>DC &amp; Network Monitoring</b>	HP Openview, Net Flow, OPManager
<b>Antivirus</b>	Trend Micro, McAfee, Symantec (End point protection)
<b>Others</b>	<b>Web Designing, Proxy, Backup, Storage</b>

## SKILLS

- Highly motivated
- Adaptable to any environment, situation, solution or technology
- Good communication and interpersonal skills
- Adroit in analyzing information system needs, evaluating end-user requirements, custom designing solutions, troubleshooting for complex information systems
- An effective communicator with exceptional relationship management skills  
Significant experience working with steering committees and other management meeting
- Strong leadership qualities & ability to form effective & efficient teams.