

Kalim Ahmad

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[LinkedIn](#) • [Web CV \(in detail\)](#)

IT Strategist • IT Director • IT Project Manager

A seasoned IT management professional with over 25 years of IT operations, infrastructure, and MIS experience supported by a Master of Computer Science and Applications (MCA) degree. Track record of developing superior ERP product, aligning IT with business strategy, designing effective business continuity plans, implementing ITIL best practices, and leading and motivating multi-cultural technical teams to consistently outperform project requirements.

Demonstrated ability to successfully manage large and diverse IT infrastructures with limited budgets. Possess strong knowledge and experience in IT project management, IT optimisation, capacity planning, budgeting, ERP implementation and integration, cloud computing, IT sourcing and procurement, vendor and SLA management - to name a few. Adept at translating and presenting technical solutions to non-technical personnel.

PROFESSIONAL EXPERIENCE

Al Mazroui Medical Group, Dubai & Abu Dhabi, UAE & Oman

ICT Manager, Jan'19 - Jul'22

Initiated automation of internal requisitions and HR requests by digitalising the forms and approval processes. Reduced operational costs up to 20% by re-assessing and re-aligning all ICT setups and resources, to control and reduce expenses without impacting business and service levels. To strengthen IT optimisation, the communications and collaboration with internal and external stakeholders were enhanced by consolidating all available ICT tools (MS Exchange, Skype for Business, Zoom, online IR forms, JIRA Service Desk etc.) to their maximum capacity - the initiative that had a significant business impact during the pandemic period. Introduced ITIL framework/best practices across the group.

Manager - Smart Technology Dept, Jan'15 - Dec'18

Improved group-wide performance and efficiency of its internal organisation by implementing ContentVerse, an integrated document and workflow application. Was one of the project managers in successful implementation of SAP across the group. Led the 'Smart Learning K-12 Program Initiatives' of Al Mazroui Education Affiliates by handling the product concept, prototype design, development as well as its marketing strategies.

IT Manager, Jan'08 – Dec'14

Conducted complete reassessment of the internally developed ERP system, identified faults and inadequacies, and recommended remedial steps. Spearheaded deployment of Microsoft Exchange 2010 encompassing 7 email domains for entire Group. Supervised software development team in multiple client projects undertaken and executed by Al Mazroui Technologies. Devised, authored, and implemented IT policies and procedures. Developed and documented system configurations and disaster recovery plans of the complete IT infrastructure. Managed successful group-wide deployment and implementation of internally developed AMF ERP. Negotiated vendor, outsourcer and service agreement. Led procurement of IT hardware, software and maintenance products and services.

Datacentre & System Administrator, Jan'05 – Dec'07

Decreased connectivity/remote access costs and increased quality of infrastructure through effective leadership of the transition and deployment of all major services and applications of the group to a private cloud. Steered installation and configuration of Citrix Presentation Server 4.5 and Citrix clients, Terminal Servers and TS clients. Installed and configured Active Directory, FSMO Roles, and SSL certificates in Exchange 2003 for RPC over HTTPS connectivity. Orchestrated successful installation of hardware infrastructure and PRI ISDN Lines for implementation of IVR System for Sharjah Municipality's Transport & Fright Department. Partnered with India-based firm and coordinated implementation of a core blood bank management system in Al Wasl Hospital, Dubai.

IT Support Executive, May'00 – Dec'04

Co-managed all IT and support for 500+ users across 6 group offices. Performed the role of project coordinator in successful setup and implementation of NTS ERP with Oracle 9i as backend at company sites in UAE and Oman. Analysed and successfully resolved all Network traffic and congestion issues. Directed installation in Dubai branch of a standard LAN and Telecom infrastructure

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with 102 dual points with structured cabling, full cabinet and switches. Configured Symantec AV Enterprise Edition including server-client architecture and SMSME support throughout the group.

Wool Textile Complex, Ministry of Light Industries, Tripoli, Libya

Information Systems Support Specialist, Jan'97 – Feb'00

Managed daily activities of support team. Oversaw administration of the company intranet and managed the centralised sales system. Performed server administration. Designed a performance evaluation system for production achievement analysis. Delivered a management information system utilised to process on-line data. Conducted computer and application packages training for new users.

Analyst Programmer, Jul'93 – Dec'96

Developed a centralised sales system to link, via LAN, the reservation office, sub and main treasury, main warehouse, sub-stores and production control. Designed inventory management system processing 28,000 items/spare parts over 7 stores. Created purchasing systems to process local and letter of credit purchases from overseas. Authored user's manual and documented MIS after project completions.

UPTRON Academy of Computer Learning (UACL), New Delhi, India, Jan'93 - Jun'93

Faculty

Taught Unix, C and Business Data Processing models; served as exam coordinator.

Heuristic Consultants Pvt Ltd, New Delhi, India, Mar'92 - Dec'92

Software Developer

Led the development team of 'Pay-roll Accounting System' for Bata (India) Ltd; developed a part of 'Piece-rated Wages System' for Bharat Coking Coal Ltd (BCCL), Dhanbad.

TECHNICAL SKILLS

Windows, Linux, Novell Netware and Terminal Servers, MS Exchange, Apache and IIS Servers, Citrix Presentation Server and ICA Clients; ICL Series-39 VME Mainframe, Windows, Mac and Linux PCs.

SonicWALL TZ series Firewalls, Cisco 2500 series Switches, Dialogic IVR Card, ISDN, TCP/IP, Video Conferencing, Wi-Fi & Routers, DNS, Dyn-DNS, DHCP, Panasonic PABX system, HP MFP Printing Solutions, NAS, MailMarshal Content Security, VERITAS/Symantec Backup EXEC, Symantec Enterprise End-point Security etc.

SAP 6 ECC, AMF and NTS ERP, Hospital Management System, Lab Information Systems (LIMS), IT Asset Tracking System, JIRA Service Desk, Document Management System (ContentVerse).

Teaching and training in UNIX, C and SQL, Business Data Processing Models, ERPs, Microsoft Office, Cyber Security and Threat Awareness Programs.

EDUCATION & CERTIFICATIONS

Master of Computer Science and Applications (MCA), 1st Class

Aligarh Muslim University, Aligarh, U.P., India

- ITIL V3 Foundation – EXIN (2008)
- NetDefend Enterprise Firewalls and Backbone Switches – D-Link Labs (2006)

Professional Memberships

- Computer Society of India (CSI)

Technical Training

- PMP (2018)
- ISO 22301:2012 Business Continuity Management Systems: Implementation (2017)
- SAP Project Systems (2014)

LANGUAGES

Fluent in English, Hindi and Bengali; working knowledge in Arabic and Urdu

PERSONAL DETAILS

Nationality: Indian | Visa Status: Golden Visa (dependent) valid till Aug-2027