HISHAM ALSAYED YOUSEF

MBA, BSc Engineering, PMP, BRMP, ITIL, MCSE, MCITP

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Visionary technology leader with a passion for innovation and a successful history of driving digital transformation in prominent organizations across diverse industries. Expert in devising and executing strategic initiatives that leverage cutting-edge technologies to optimize processes, enhance customer experiences, and achieve outstanding business outcomes. Adept at navigating complex business landscapes and fostering collaborative environments to spearhead organizational evolution. Proven track record of driving remarkable results in the ever-changing digital world.

HIGHLIGHTS

- **Digital Transformation**
- **Technology Strategy**
- **Project Management**
- **Cybersecurity and Risk Management**
- **IT Infrastructure and Operations**
- **ERP Implementation**
- **Technology Governance**

- **Data Management and Analytics**
- **Budgeting and Resource Allocation**
- **Vendor and Stakeholder Management**
- **Innovation and R&D**
- **Leadership and Team Management**
- **Communication and Influencing Skills**
- **Problem-Solving and Decision-Making**

CAREER

Nov 2021 - Present

DIRECTOR OF INFORMATION TECHNOLOGY DIVISION
NAFT SERVICES COMPANY, Jeddah, KSA

Technology leader overseeing the strategic planning, implementation, and management of all IT-related aspects of fuel management system in more than 230 gas stations in Saudi Arabia. Leading a team of +30 people to ensure the efficient and secure operation of fuel automation systems while staying up-to-date with technology advancements and industry regulations. Working with different government authorities to apply industry regulations in stations including sales and delivery Automation, Automatic Tank Gaging (ATG), Smart payment methods (POS), ZATCA E-Invoice Phase 2, CCTV systems, and automated central price change.

Achievements

- Reduced IT operational costs by 32% through standardized hardware & software across 230 stations.
- Increased system uptime & availability to 95% due to smoother operations and reduced compatibility issues.
- Improved technician efficiency with standardized troubleshooting and faster rollouts.
- Minimized inventory costs by 14% via simplified management and reduced obsolete equipment.
- Reduced security vulnerabilities with centralized patch management and standardized configurations.
- Improved data accuracy by 98% using standardized formats and centralized storage, streamlining reporting and analysis.
- Improved disaster recovery time with backups and streamlined procedures.
- Achieved 100% compliance with industry regulations through a unified IT infrastructure.
- Reduced mobile app loading times by 20% for a smoother user experience.
- Implemented secure and convenient mobile payments within the app, leading to a 30% increase in mobile-based fuel purchases.
- Increased employee satisfaction (internal survey) due to easier technology use and training.
- Improved customer satisfaction (customer feedback) due to consistent and reliable services in stations.

Key Roles and Responsibilities

- Developing and implementing NAFT's ICT strategy ensuring the successful delivery of goals and objectives.
- Developing technical aspects of the company's strategy to ensure alignment with business goals & growth.
- Defining a roadmap for the development of ICT services including infrastructure, cloud computing, applications, and database warehouses.
- Building NAFT customer services channels by deploying modern call center & ticketing systems that manage external customers complaints and sales queries.

- Leading the development of new business Webapps & Mobile apps and on-going improvement of In-house developed systems by continuously monitoring system performance and user feedbacks and conducting regular assessment that helps identify areas for improvement and to make necessary adjustments to optimize the system's functionality and user experience.
- Playing a crucial role in ERP implementation (Dynamics 365) within an organization by assessing the organization's needs, identify pain points, and set clear objectives for the ERP system and aligning the strategy with the overall business goals. Ensures that the implementation addresses critical challenges and contributes to the company's growth.
- Overseeing the technology projects execution and ensuring successful adoption by using the deep understanding of the company's goals, to drive a successful implementation and oversees the integration process, identifying potential challenges and ensuring that data flows smoothly between different systems. Evaluates the need for customizations and ensures they align with the overall ERP strategy to enable the company to reap the full benefits of this transformative technology.
- Playing the master role of procurement for NAFT equipment and spare parts for all stations requirements (fuel dispensers, automation devices, RFID readers, LED lights, etc.), and leading the discovering and implementing new technologies to provide smart services for NAFT customers.
- Leading the development of NAFT's digital, web-based solutions and services (website and customer mobile apps).
- Using stakeholders' feedback as input in necessary improvements and adjustments to technology.
- Leading the development and implementation of best practice processes within the ICT team, maintaining data in accordance with relevant legislation and protecting the company's data assets.
- Managing the relationship with external suppliers and service providers, ensuring that service levels are achieved within agreed and cost-effective budget.
- Developing & deploying company top management dashboards catching live snapshot of stations daily sales, inventory, delivery, and all financial information for daily/monthly customer consumption
- Advise Board & Executive Management team on technical and informative matters via monthly reports.

PREVIOUS ENGAGEMENTS

2013 - 2021	**Head Of IT Department** ROLACO HOLDING GROUP, Jeddah, KSA
2012 - 2013	**IT PMO Project Manager** NATIONAL COMMERCIAL BANK, Jeddah, KSA
2006 - 2011	**IT Project Manager** DAR AL RIYADH GROUP, Riyadh, KSA
2004 - 2006	**Network Specialist** AL GOSAIBI GTB, Riyadh, KSA

EDUCATION

- **2017** — **Master of Business Administration, MBA**
  Asia Metropolitan University, Malaysia - Jeddah Campus, 2017
- **2003** — **Diploma of Information Technology Professional, ITP Diploma**
  University of New Brunswick, IBM Egypt – Alexandria, 2003
- **2001** — **Bachelor of Mechanical Engineering, BSc Degree**
  Faculty of Engineering, Alexandria University, 2001

PROFESSIONAL CERTIFICATIONS

- **PMP**, Project Management Professional
- **BRMP**, Business Relationship Management Professional
- **ITIL**, Information Technology IL Foundation V3.0
- Microsoft Certifications **MCP, MCSE, MCTS, MCSA, MCITP**

PERSONAL DETAILS

- **DATE OF BIRTH** 06 April 1979
- **NATIONALITY** Egyptian
- **LANGUAGES** English and Arabic