

KHALID ABBAS ELTIJANI ELZEIN

Chief Technology Officer | Technology Strategy | Digital Transformation | IT Governance | PMP | ITIL 4

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EXECUTIVE SUMMARY

Technology executive with 15+ years of experience leading IT operations, digital transformation, software development, infrastructure, cybersecurity, and transportation technologies across Saudi Arabia and the UAE. Proven track record in building IT organizations, managing large-scale projects, developing enterprise systems, and aligning technology strategies with business objectives. Experienced in IT governance, project management, vendor management, business process automation, and operational technology solutions. Successfully led multidisciplinary teams and delivered mission-critical systems supporting transportation, operations, customer services, and corporate functions.

CORE COMPETENCES

- Technology Strategy
- Digital Transformation
- IT Governance
- Project & Program Management
- Enterprise Architecture
- Cybersecurity & Risk Management
- Vendor & Contract Management
- Business Process Automation
- Transportation Technologies (ITS)
- Infrastructure & Cloud Services
- Software Development
- IT Service Management (ITIL)

KEY CAREER ACHIEVEMENTS

- Built and led IT departments across multiple organizations supporting operations, customer services, and business growth initiatives.
- Led implementation of cashless payment ecosystem processing over 500,000 monthly transactions.
- Delivered customer service platforms serving more than 3 million customers.
- Designed and deployed intelligent access control systems across 36 operational locations.
- Led development of mission-critical systems integrated with Saudi Ministry of Interior platforms.
- Led digital transformation initiatives across transportation, operations, and corporate functions supporting nationwide services and more than one million passengers annually.

EDUCATION

- **Master of Science (MSc) in Artificial Intelligence** (Expected December 2026), Midocean University, Comoros, Relevant Areas: Machine Learning, Deep Learning, Computer Vision, Natural Language Processing, AI Research
- **Bachelor's degree (*Honor*) in Computers Systems and Networks** (Second Class), College of Computer Science and Information Technology, Sudan University of Science and Technology (Khartoum, Sudan) - August 2011.

CREDENTIALS

- **Project Management Professional (PMP)**, PMI.org ID#2775271.
- **Certified ITIL® 4 Foundation**, AXELOS.com Candidate#9980061793837517.
- **Certified Network Security Specialist (CNSS)**, International Cybersecurity Institute ICSI Credential #19493494.
- **Diploma in Business Management (mini Master of Business Administration)**, International Business Management Institute (IBMI), (Berlin - Germany) – Online.

RELEVANT EXPERIENCE

- **Alnaql Alarabi Co (Moventis) | Saudi Arabia Intercity Transportation (Jeddah, Saudi Arabia):**

CTO (May 2023 – Today)

- ✓ Established and structured the IT Department, governance framework, policies, procedures, and operational standards.
- ✓ Developed the company's technology roadmap aligned with business objectives and expansion plans.
- ✓ Led digital transformation initiatives across transportation operations, customer services, fleet management, and corporate departments.
- ✓ Managed the design, implementation, and operation of enterprise infrastructure, cloud services, cybersecurity controls, and business applications.
- ✓ Directed technology vendors, system integrators, and outsourced service providers while ensuring compliance with contractual SLAs and KPIs.
- ✓ Defined business and technical requirements (BRD, SRS) for Intelligent Transportation Systems (ITS), surveillance systems, operational platforms, and enterprise solutions.
- ✓ Led technology due diligence, technical evaluations, and procurement activities for strategic projects and operational technologies.
- ✓ Designed and supervised the implementation of centralized monitoring, reporting, and service management processes.
- ✓ Established cybersecurity policies, risk management controls, disaster recovery procedures, and business continuity plans.
- ✓ Managed technology operations supporting a nationwide transportation network across Saudi Arabia, serving more than one million passengers annually.
- ✓ Supervised deployment of attendance systems, CCTV platforms, communication systems, and operational technologies across multiple regions.
- ✓ Managed annual IT budgeting, technology planning, asset lifecycle management, and cost optimization initiatives.

- ✓ Led cross-functional projects involving operations, HR, finance, customer service, and external government stakeholders.
 - ✓ Reduced operational inefficiencies through process automation and centralized technology management.
 - ✓ Managed annual technology budgets exceeding SAR 2 million while ensuring alignment with operational and business objectives.
 - ✓ Directed technology operations within a regulated transportation environment subject to regulatory compliance, audits, and operational standards.
 - ✓ Led technology governance, compliance, and operational technology initiatives for a licensed intercity transportation operator operating under a regulated concession framework and subject to ongoing regulatory oversight.
- **Mithaguna (Khair Mithaq Holding Company) (Jeddah, Saudi Arabia):**
Projects Manager (Jan 2022 – April 2023)
 - ✓ Defined the requirements for establishing a centralized IT department for the holding company and its subsidiaries.
 - ✓ Led the assessment of technology requirements, governance frameworks, and operating models across multiple subsidiaries.
 - ✓ Advised executive management on technology strategy, digital transformation initiatives, and business process improvement opportunities.
 - ✓ Evaluated and reviewed technology projects, vendor proposals, and implementation plan to ensure alignment with business objectives.
 - ✓ Supervised subsidiaries' projects as a technology advisor to executive management.
 - ✓ Developed the roadmap for establishing shared technology services and governance standards across the holding company subsidiaries.
 - **Dubai Leading Technology LLC (Dubai, United Arab Emirates)**
Business Services Manager | Independent Consulting Engagement (Nov 2021 – July 2023)
 - ✓ Acted as the primary liaison between clients, project teams, and technology partners to ensure successful delivery of business and technical solutions.
 - ✓ Managed and supervised the implementation of technology projects across Saudi Arabia and the UAE, ensuring alignment with customer requirements and business objectives.
 - ✓ Led business analysis activities, requirements gathering, solution design reviews, and project planning for enterprise customers.
 - ✓ Provided consulting services for Access Control Systems, Smart Security Solutions, Digital Payment Platforms, and Web-Based Applications.
 - ✓ Monitored project progress, managed risks and issues, and ensured successful delivery within agreed timelines and budgets.
 - ✓ Advised clients on digital transformation initiatives, process automation opportunities, and technology adoption strategies.
 - ✓ Ensured successful integration between customer systems, payment gateways, access control platforms, and third-party services.
 - **Origin Of Management Company, Samaya Group (Jeddah, Saudi Arabia):**
Head of Operations (Mar 2021 – Jan 2022)
 - ✓ Managed operational departments across multiple projects and business units.

- ✓ Planned and coordinated operational readiness for new projects, tenders, and service expansions.
- ✓ Defined operational strategies to support business objectives and service delivery requirements.
- ✓ Coordinated workforce planning, resource allocation, and operational performance management across project sites.
- ✓ Oversaw operational performance, service delivery, and resource utilization across multiple projects and operational sites.
- ✓ Coordinated cross-functional teams to ensure operational readiness for new projects, contracts, and service expansions.

Head Of IT (Jan 2019 – Jan 2022)

- ✓ Built the IT department, and defined the required standards for all devices, computers, networks, other technologies.
- ✓ Defined department policies and processes.
- ✓ Recommended and implemented technology strategies, methodologies, and solutions to support business growth.
- ✓ Prepared feasibility studies and strategic reports supporting business expansion initiatives.
- ✓ Managed a team of employees in the IT department to operate different kinds of systems, applications, devices, electronics, and technologies.
- ✓ Qualified and Managed vendors and outsource supplier's relations.
- ✓ Successfully managed the projects of:
 1. Cashless solution (closed loop) for fare collection, using state-of-the-art secure payment technologies (currently processing more than 500K transactions monthly from 50 points)
 2. Restricting access to all paid services provided by the company using an intelligent access control system integrated with the company's cashless system (36 active points).
 3. Designing, manufacturing and importing new devices and technologies to serve business needs.
 4. Customer service platform supporting transportation operations and serving more than one million passengers annually.
 5. Implementing an ERP system, inventory management system, CCTV, VoIP, Mail server which helped in increasing overall efficiency.

- **Ejada United Company (Jeddah, Saudi Arabia):**

1. IT Technical Manager (Dec 2016 –Jan 2019)

- ✓ Implemented the IT solutions' best practices.
- ✓ Optimized the monitoring, notification of infrastructure components, services and applications.
- ✓ Automated most of business process.
- ✓ Performed root cause analysis and technical troubleshooting.
- ✓ Led a team of IT officers.
- ✓ Reduced operating costs through process optimization and automation.
- ✓ Improved service availability and operational reliability.
- ✓ Asset management of the IT department.

Major Achievements:

- ✓ Successfully led the development and execution of a new CRM from scratch, that integrates all internal departments workflow (Sales, Customer Services, Operation, Overseas Recruitment) fully with MOL Ajeer service and MS-Dynamics 2012
- ✓ Developed several systems customized according to the business needs such as (employees self-services, online payment, service scheduling ...etc)
- ✓ Redesign IT infrastructure for best performance utilization of resources (data centre optimization, licenses management, assets management, vendors qualification process)

- **Dallah Trans Arabia, Tahakom – Saher (Jeddah, Saudi Arabia):**

Systems Engineer (Jan 2014 – Nov 2016).

- ✓ Developing and maintaining applications.
- ✓ Microsoft systems administrator.
- ✓ Assistant Database Administrator.
- ✓ Reporting specialist.

Major Achievements:

- ✓ Led the development of Operation Mission Control System (TMC) integrated with the Ministry of Interior MOI, to fully link Operation, Maintenance, Violation Processing, and Quality assurance departments
- ✓ Led the development of a service that enables syncing incidents, i.e. to eliminate manual incident collection through the below initiatives:
 1. Auto-collecting violations from measurement systems and push it to the data warehouse.
 2. Mirroring collected data across branches network.
- ✓ Developed strategic reports that provide statistics about all cases and vehicles in certain locations.
- ✓ Designed panoramic reports from different applications and services to evaluate locations, operators and departments' efficiency.

TECHNOLOGY & BUSINESS EXPERTISE

- **Technology Leadership** [Digital Transformation, IT Governance, Enterprise Architecture, IT Service Management (ITIL), Cybersecurity, Vendor Management].
- **Infrastructure & Cloud** [Microsoft Azure, AWS, VMware, Hyper-V, Proxmox, Active Directory, Exchange, Software Development, Enterprise Applications, SQL Server, Oracle, MySQL].
- **Business Platforms** [ERP Systems, CRM Systems, Payment Systems, Access Control Systems, Intelligent Transportation Systems (ITS)].
- **Operational Technologies** [ITS, Surveillance Systems, Access Control Systems, Attendance Systems, Smart Transportation Solutions].