

# Ahmed Emad Eldin

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HEAD OF IT — DIGITAL TRANSFORMATION • ERP • CYBERSECURITY • AI-POWERED IT OPERATIONS

## Executive Summary

IT Director with 19+ years architecting and executing enterprise-scale transformation across ERP, cybersecurity, and data-driven IT operations. Leads IT from reactive support to predictive intelligence, embedding ML, statistical modeling, and business forecasting into IT decision engines. Builds AI-enabled IT functions, predictive service models, and executive dashboards that drive measurable business outcomes.

## Flagship Programs

### 1) Enterprise Zero-Trust Security — M365 & Sentinel

Implemented Zero-Trust across multi-company environment (Entra ID, Intune, Defender P2, DLP, SIEM).

**Results:** Secure Score 0% → 80% (3 months), phishing click rate ~2%, BEC incidents 0 in 11 months.

### 2) ERP Modernization — D365 FO/BC + ZATCA + POS Integration

Led ERP standardization across Finance / Procurement / Operations including ZATCA Phase-2 automation.

**Results:** Month-end close 10 → 5 days, inventory variance ↓ 25–35%, OPEX ↓ 10–15%.

### 3) Predictive Analytics / Machine Learning — Python + Power BI

Built demand forecasting, ARIMA/Prophet models, Power BI decision dashboards.

**Results:** Forecast accuracy 8–12% MAPE, stock-outs ↓ 20–30%, GMROI ↑ 10–15%.

### 4) IT Governance & ITSM — SLAs + DR/BCP

Designed IT operating model (Incident/Change/Problem), escalation and DR playbooks.

**Results:** 92% P1 resolved within 4 hours, MTTR ↓ 25–35%.

### 5) IT Cost Optimization & Vendor Governance

Vendor consolidation + CapEx/OpEx restructuring.

**Results:** Reduced IT OPEX 10–15% while improving service performance.

## Professional Experience

### • Head of IT | Ledar for Investment & Radial Construction | Riyadh | 2024 – Nov 2025

- Lead enterprise D365 FO + CRM transformation, cybersecurity, and IT governance.
- Architect SIEM, IAM, DLP, Intune, endpoint hardening, and zero-trust controls.
- Build CIO scorecards and AI-driven forecasting for capacity, budget, and demand.
- Deploy statistical anomaly detection and predictive models for IT reliability.

### • IT Manager | Go Station | Saudi Arabia | 2020 – 2024

- Led IT for distributed fuel retail operations and digital automation.
- Built demand forecasting and performance trend models using regression & seasonality.
- Automated reporting via Power BI + Python, reducing manual cycles.
- Applied hypothesis testing and KPI modeling for operational decision support.

- **IT Manager | Horticultural Export & Import Association | Giza, Egypt | 2019 – 2022**
  - Directed **SAP B1**, enterprise security hardening, backup resilience, and audit preparation.
  - Delivered KPI dashboards improving decision cadence for Finance and Operations.
- **IT Manager (51 Branch Retail) | El Faleh Sports House | Riyadh, KSA | 2017 – 2018**
  - Led **AX 2012**, **POS**, **retail DR strategy**, and master data governance across 51 stores.
- **IT Account Manager | Mars Egypt (Distributor Network) | 2010 – 2017**
  - Managed **SFA + ERP + field sales analytics** across Egypt, KSA, and Morocco.
  - Designed **SQL/.NET analytics** platforms to elevate field execution quality.
- **Software Developer | Egypharma | 2006 – 2010**

## Parallel Academic & Training Experience

**Data Analysis Instructor — KPI Institute & Independent Delivery (In-Person & Online) –**  
<https://www.kpiinstitute.com>

- Delivered **Data Analysis Certified Professional (30H)** program for engineers in different governmental/Business sectors, covering:  
**Descriptive & Inferential Statistics, Hypothesis Testing, Regression, Forecasting, and Business Analytics.**
- Delivered hands-on technical labs using **Excel (ToolPak, Regression, Forecasting) & Python (Pandas, NumPy, Visualization, Statistical Modeling).**
- Helped participants translate raw data into **actionable insights**, KPI frameworks, and decision-support models.

**Instructor & Content Creator — Data Science Club (@datasclub)**

- Produce structured educational content on **data analysis, statistics, Excel analytics, and Python.**
- Built a learning path followed by thousands of learners, focusing on real-world business data problems and analytical thinking.
- Developed multi-step tutorials aligned with enterprise-level analytical workflows (KPIs, forecasting, performance modeling).

**Mentor — Tebian Program (Nuzmy Initiative)**

- Mentor fresh graduates on **starting a Data Analyst career**, portfolio development, and upskilling roadmap.
- Provide guidance on **CV readiness, business problem-solving, SQL/Python foundations, and analytical communication.**
- Helped mentees align their skills with **Saudi market expectations** in data, analytics, and reporting roles.

## Content Contributor — M3aarf ([معارف Platform](#))

- Publish recorded lectures and structured training content focused on **practical data analysis**.
- Curriculum includes real business datasets, case scenarios, and end-to-end analytical workflows.

### Core Competencies

- AI-Driven IT Operations & Analytics
- ERP Leadership (D365 FO/BC, Integrations)
- Zero-Trust Security & Identity Governance
- Power BI Executive Dashboards
- ML Forecasting (ARIMA, Prophet, Regression)
- ITIL, DR/BCP, IT Governance
- IT Financial Optimization & Vendor Management
- Cloud & Hybrid Infrastructure (Azure)

### Technical Stack

- AI/ML: Python (Pandas, NumPy, Scikit-Learn, StatsModels), Forecasting, Regression
- BI: Power BI, SQL, Executive KPIs
- ERP: D365 FO/BC, POS, Integrations, ZATCA
- Security: Sentinel, Defender, Entra ID, Conditional Access, DLP
- Frameworks: ITIL, ITSM, PMO

### Education

B.Sc. Computer Information Systems – 6th October University (2006)

### Certifications

- Digital Transformation – University of Virginia & BCG
- Inferential Statistics (Python) – University of Michigan
- Advanced Data Analysis – Udacity
- Data Analysis Professional (KPI)
- Agile Leadership – University of Colorado
- Google Project Management
- PMP (In Progress)

### Languages

Arabic (Native) | English (Professional)