

Ahmed Elhadad *IT Manager*

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📍 Riyadh, Saudi Arabia

🌐 LinkedIn

Profile

Strategic and Global IT Leader with over 10 years of experience driving enterprise-wide digital transformation and technology governance. Proven success in managing the entire IT infrastructure and strategy for a major holding company and its 10 diverse subsidiaries operating across five countries (KSA, Kuwait, UAE, China, Singapore) and multiple sectors including retail, manufacturing, services, and IoT. Expert in leading cross-functional teams, optimizing IT operations, and implementing innovative solutions that strengthen business performance and operational excellence across a complex, multi-site environment.

Professional Experience

03/2021 – Present
Riyadh, Saudi Arabia

IT Manager

Meshkati Trading Company [🔗](#)

- Provided comprehensive IT management and strategic direction for the parent company (30+ retail locations in Saudi Arabia) and 10 geographically dispersed subsidiaries across five countries (KSA, Kuwait, UAE, China, Singapore), spanning retail, manufacturing, services, and IoT sectors.
- Spearheaded Group-Wide Digital Transformation by leading the full-cycle implementation of Odoo ERP across all 11 entities, standardizing business processes and achieving seamless intercompany integration across over 40 physical locations.
- Developed and implemented IT strategies aligned with corporate goals, effectively managing the annual IT budget, and established robust IT policies and procedures to ensure adherence to IT governance frameworks.
- Optimized IT Operations and directed a portfolio of complex IT projects, including infrastructure enhancements, system upgrades, and cybersecurity improvements, while ensuring high availability and robust security across the entire multi-site network.
- Collaborated closely with business unit leaders across all subsidiaries to identify and deploy technical solutions that improve customer experience and support aggressive international expansion.

03/2019 – 03/2021
Riyadh, Saudi Arabia

Head of IT Department

Meshkati Trading Company [🔗](#)

- Managed the IT support team, enhancing their performance through continuous training and task delegation based on individual strengths.
- Conducted system analysis in collaboration with department heads to identify technical requirements and propose effective solutions.
- Supervised the launch of the company's e-commerce platform, working with an external development team, leading to expanded digital customer outreach and increased sales.
- Provided regular performance reports to senior management, ensuring alignment between IT operations and business objectives.

03/2016 – 03/2019
Riyadh, Saudi Arabia

IT Specialist

Meshkati Trading Company [↗](#)

- Built and maintained a comprehensive IT infrastructure, including networks, servers, and databases, ensuring business continuity.
- Delivered daily technical support to end-users, addressing issues related to hardware, software, and network systems.
- Played a pivotal role in establishing strong relationships with technology vendors and managing contracts effectively.
- Optimized system performance through proactive monitoring and timely upgrades.

06/2014 – 08/2015
Al Mahalla Al Kubra,
Egypt

Human Resources Supervisor

Awlad Ragab Trading Company [↗](#)

- Managed all HR operations for a branch with 200 employees, covering recruitment, performance evaluations, training, and attendance management.
- Resolved employee disputes and fostered a positive work environment through negotiation and effective communication.
- Prepared detailed monthly HR performance reports for the senior management team.
- Enhance employee loyalty to the company.

06/2013 – 06/2014
Sharm El Sheikh, Egypt

Cashier Supervisor

Awlad Ragab Trading Company [↗](#)

- Led a team of 10 employees, ensuring exceptional customer service and efficient daily operations.
- Enhanced operational efficiency by providing continuous training and restructuring daily workflows.
- Implemented innovative solutions to improve customer satisfaction and loyalty.

Projects

10/2022 – 12/2024

Group-Wide Odoo ERP Implementation Across 11 Entities and 5 Countries

Business Analyst & Project Manager

Objective:

- To execute a complex System Integration and Business Process Standardization initiative by replacing fragmented legacy ERP systems with a unified, scalable Odoo ERP solution to integrate and standardize operations across the parent company and 10 international subsidiaries in KSA, Kuwait, UAE, China, and Singapore.

Key Responsibilities:

- Strategic Scope Management: Defined and managed the project scope, which encompassed diverse business models (retail, manufacturing, services, IoT) and complex multi-currency, multi-language, and multi-location requirements across 40+ physical sites.

Outcome:

- Achieved 85% system integration across all 11 entities, significantly improving intercompany collaboration and visibility.

06/2021 – 06/2022

Development and Implementation of a Digital Transformation

Business Analyst & Project Manager

Objective:

- To modernize the company's technology landscape by implementing a comprehensive digital transformation strategy that aligns with organizational goals and market demands.

Key Responsibilities:

- Conducted a detailed analysis of the company's existing processes and identified opportunities for digital innovation.
- Developed a roadmap outlining short-term and long-term initiatives, including ERP modernization, e-commerce expansion, and advanced analytics.
- Implemented cutting-edge technologies such as cloud solutions, AI-driven analytics, and mobile applications to improve operational efficiency and customer engagement.
- Established key performance indicators (KPIs) to measure the success of digital initiatives and ensure continuous improvement.
- Collaborated with cross-functional teams to foster a culture of digital innovation and ensure alignment across departments.

Outcome:

- Streamlined business operations, resulting in improvements in overall efficiency.
- Boosted employee productivity and engagement through user-friendly tools and automated workflows.
- Strengthened the company's market position by leveraging data-driven insights to enhance customer experiences and drive growth.

01/2018 – 06/2018

Implementation of E-Commerce Platform

Project Manager

Objective:

- To establish a robust and scalable e-commerce platform that enhances the company's digital presence, increases online sales, and improves the customer shopping experience.

Key Responsibilities:

- Managed the end-to-end implementation of the e-commerce platform using Magento, including requirement analysis, vendor selection, and project execution.
- Worked closely with external development teams to ensure the platform aligns with the company's branding and operational needs.
- Designed and integrated core functionalities such as product catalog management, secure payment gateways.
- Conducted rigorous testing and quality assurance to ensure platform stability and optimal performance.
- Delivered training sessions for internal teams on platform usage and maintenance to ensure seamless operations post-launch.

Outcome:

- Successfully launched the platform, increasing digital sales.
- Enhanced user experience and customer satisfaction through an intuitive interface and seamless shopping journey.
- Improved operational efficiency by integrating Magento with existing inventory and order management systems.

Education

09/2007 – 06/2011
Mansura, Egypt

Bachelor of Management Information Systems
Delta Higher Institute of Computers 

Certificates

PMP [↗](#)

Project Management Professional

From: **PMI** [↗](#)

CITM [↗](#)

Certified Information Technology Manager

From: **GAQM** [↗](#)

PBA

Professional in Business Analysis

From: **PMI** [↗](#)

ITSPC [↗](#)

IT Support Professional Certificate

From: **Google - Coursera** [↗](#)

Skills

Management & Strategy

- IT & Business Strategy Alignment
- IT Governance
- Digital Transformation
- Corporate IT Strategy
- Budgeting
- Policies & Procedures
- Decision Making
- Strategic & Critical Thinking

IT Operations & Support

- IT Operations Management
- System Administration
- Computer Networking
- Cybersecurity
- IT Support & Troubleshooting
- Operating Systems

Soft Skills

- Leadership
- Teamwork
- Coaching / Mentoring
- Problem Solving
- Time Management
- Adaptability
- Customer Service

Project Management

- Project Management & Planning
- Scope Management
- Risk Management
- Quality Assurance & Management
- Benefit Analysis
- Project Assessment
- Communications Management

Technical Skills

- **Cloud & Infrastructure:**
 - Google Cloud
 - Windows Server
 - IT Infrastructure Services
- **Databases:**
 - Microsoft SQL Server
 - Postgres
 - Database Management
- **ERP Systems:**
 - Enterprise Resource Planning (ERP)
 - Odoo
- **Software & Web:**
 - Python
 - HTML
 - CSS
- **Business Intelligence:**
 - Microsoft Power BI
 - Data Analytics

Languages

• Arabic

• English