



# Ebrahim Mattar

A driven CTO, who delivers future-proofed infrastructure architecture while ensuring delivery of technical governance and high-performance systems | PMP, PMP Risk, CGEIT and ITIL.

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## PROFESSIONAL PROFILE

As an experienced IT Head with certifications in PMP, CGEIT, ITIL, and PMR, I excel in transforming traditional approaches and designing strategic IT plans that support key business goals. I understand the needs of global corporations and lead teams to create impactful solutions that ensure system integrity. As a strategic leader, I drive initiatives that improve performance, aligning technology with business needs. A team player, I build strong relationships inside and outside the organization, coordinating effectively with customers, users, executives, and peers to achieve shared objectives.

## KEY SKILLS

- Six Sigma Black Belt
- Technical Governance
- Process Transformation
- Infrastructure Development
- Team Management
- PMP / Agile / Scrum
- Coaching & Mentoring
- ERP
- Cloud infrastructure
- ITIL Service Manager
- Project Management
- Change Management
- Leadership
- Automation, ETL
- Service Delivery
- Budgetary Management

## BUSSINES KNOWLDGE

Over the past 20 years, I have honed my ability to turn business needs into digital transformation strategies that align with the broader goals and vision of the organization. My method focuses on thoroughly understanding business requirements to establish a solid base before delving into digital and technological innovations. This approach guarantees that our digital transformation initiatives are not only technologically robust but also fundamentally geared towards advancing the organization's primary business objectives.

## PROFESSIONAL EXPERIENCE

شركة صالح الحمد المانع  
SALEH AL HAMAD AL MANA CO. **HEAD OF GROUP CORPORATE IT**  
Saleh Al Hamad Al Mana Co.

**JAN 2021 – PRESENT**

Al Mana Group is a Qatari conglomerate operating over 55 companies in 4 countries and employing over 3500 personnel. Industry activities include automotive distribution and services, real estate and investments, retail, food & beverage, engineering, technology, media, and entertainment.

## KEY ACCOUNTABILITIES

- Act as an executive team member, contributing to the development of the organization's vision, strategy, and objectives to maximize profitability.
- Collaborate with the CEO to formulate and implement department-specific strategies aligned with the organization's vision, mission, and objectives.
- Translate overall business strategy into annual operational plans and targets for the department, ensuring performance monitoring.
- Provide leadership in people management, setting objectives, managing performance, and fostering team development.
- Collaborate with management colleagues to synergize efforts across the organization for strategic goal achievement.
- Direct budget preparation and consolidation, monitoring financial performance against budget to identify improvement opportunities.
- Oversee the development and implementation of department-specific policies, systems, processes, and controls to ensure compliance and cost-effective service delivery.
- Guide change management efforts, continuously improving departmental systems, processes, and practices.

- Direct the preparation of management reports to keep leadership and the Board informed and facilitate decision-making.
- Formulate comprehensive IT strategies aligned with business objectives, championing digital transformation and staying abreast of technological advancements.
- Oversee the design and implementation of scalable, secure IT infrastructure to support current and future organizational needs.
- Manage risk assessments and develop mitigation strategies to protect IT infrastructure and data, ensuring compliance with international standards.
- Lead initiatives to foster a data-driven culture, establish robust data governance frameworks, and leverage analytics for decision-making.
- Develop IT governance frameworks aligning projects with business goals and ensuring regulatory compliance.
- Cultivate strategic partnerships with technology vendors and stakeholders, aligning IT services with business needs.
- Manage IT department finances, conduct ROI analysis, and implement cost reduction initiatives to optimize resource allocation.

### Achievements

- Successfully migrated the automotive solution (Autoline) from Rev8 to iDrive with zero downtime, involving 350 users across 39 locations.
- Upgraded Microsoft Dynamics 365 from AX V12.
- Transitioned from an on-premises data center to Azure, reducing operational costs by 30%.
- Achieved zero paper usage by transitioning procurement processes to a paperless system at the group level.
- Enhanced IT infrastructure to improve system access by 50%.
- Utilized ITIL expertise to centralize all group IT helpdesk operations, transforming IT service delivery.
- Shifted desktop and printing solutions to a leasing model, moving away from hardware procurement.
- Led a significant e-waste reduction initiative by establishing a recycling contract for disposed hardware.
- Deployed an online archiving solution and office collaboration tools using Microsoft SharePoint.
- Migrated the automotive solution Autoline (Rev8) to Drive (Keyloop) for Nissan, Infiniti, and Renault, supporting 450 active users.
- Implemented Dynamics 365 for a food division comprising 110 outlets (POS) with a central production division.
- Conducted Group consolidation on Oracle Financial Consolidation as part of EPM through trial balance integration for 37 business units.
- Transitioned from Oracle HCM to Menaitech system, achieving 90% automation of HR processes.
- Successfully implemented ZenTreasury, a group treasury solution, with integration to HSBC.
- Centralized the legal department with App4Legal, digitalizing the tracking of litigation and contracts.
- Established a centralized contact center to unify inbound communication with customers.

### IT CONSULTANT

JUL 2020 – JAN 2021



Express Cloud Ltd

### KEY ACCOUNTABILITIES

- Delivering effective IT consultancy and support for clients across various sectors ensuring delivery of solution as per client requirements
- Performing review of existing system infrastructure, identifying and prioritising areas of improvement in systems
- Collaborating with team and technical partners to build secure infrastructure that deliver optimal performance.
- Overseeing design and architecture of end-to-end process flow from engagement through to system go-live.



### HEAD OF IT

Qatar Foundation for Social Work

FEB 2014 – JUL 2020

### KEY ACCOUNTABILITIES

#### Governance and Strategy

- Brought into the team to oversee delivery of robust infrastructure that was secure and future proofed.
- Oversaw multiple projects from project roadmap development through to implementation and close-out.
- Shaped IT strategy and delivered effective team management across IT and system infrastructure, successfully delivering secure and compliant IT function within highly regulated financial services environments.
- Managed multiple IT teams, delivered professional development to secure healthy leadership pipelines.

- Collaborated with CEO and IT teams to implement technology strategies and meet business-critical objectives.
- Defined policy and IT governance processes, including Information Security policies, and Business Continuity/Disaster Recovery plans working with department heads to ensure dissemination to all teams.
- Future-proofed IT strategy by monitoring IT system and infrastructure to anticipate any shift in company needs.
- Maintained regular contact with IT and Operations Managers, ensuring an open collaborative approach
- Led delivery of multiple bespoke solutions working with IT / IS teams to drive improvements to business operations as well as overseeing business transformation programmes.

#### Technical Leadership

- Technical lead and held a seat at Garner from 2017 to 2020, Member of Technical lead at the QSW IT steering committee as well as conducting data analysis and business studies for CEO Office
- Delivered oversight for global IT infrastructure and overseeing support functions ensuring IT Managers and their teams to delivered support to users on across multiple software and hardware domains.
- Performed technical architecture, strategic reviews and delivering business and technology change.
- Developed multidisciplinary project teams, including writing job specifications, hiring developers, status reporting, organising UAT, sign-off, promotion into production, and post-go-live support and monitoring.
- Identified appropriate technology solutions and streamline integration into current business plan.
- Established strategic partnerships with vendors and IT service providers ensuring all SLAs are met.
- Ensured optimal integration of infrastructure working with IT teams to guarantee 100% performance.
- Led delivery of infrastructure projects including hardware migrations, rollouts, outsourcing and operations.

#### Projects

**Oracle Fusion Implementation:** Led implementation, including (FIN, SCM, HCM, OTL, I Source, Contract Management, Procurement Self Service, HCM Self-service, Performance Management). Worked across eight independent business units, including Finance, HR and Procurement (1400 employees).

**Enterprise content management and line service management:** Led project delivery across 180 sites and mobile E-Service forms as well as eight Internet Site, Nine Extranet sites and eight mobile apps.



**GROUP IT DIRECTOR**  
GSSG – Doha, Qatar

**JUN 2011 – JAN 2014**

#### KEY ACCOUNTABILITIES

- Brought into the team as Regional Director of Information Technology to oversee the development, delivery, and management of all information technology components of the Holding companies and its subsidiaries.
- Collaborated with multiple teams across the company to provide industry best operational service levels, product innovation, system & data security, and ERP Implementation
- Shaped strategy and provided effective IT governance across regional offices in Dubai, UK, Singapore, Libya, and Egypt
- Led restructuring of entire IT function consolidated IT teams under Group IT, successfully standardizing technologies as well as reducing costs and headcount while improving end user service
- Consolidated IT Datacenter in one central location to serve the local and international users of the group.
- Oversaw comprehensive transformation of IT function group-wide, including establishing enhanced service desk, application support, database management, infrastructure, and security functions.
- Utilised Microsoft Dynamics as an ERP solution for the holding and the subsidiaries to enable the holding to consolidate the accounting at the holding level.
- Championed greater efficiency and automation through introducing new HR and Payroll systems, delivering employee self-service, including such as leave management, Recruitment Cycle, Termination and Exist cycle.
- Implemented SIMS (School Information Management System) for Taalum Education Group in three major schools, Almaha Academy, Al-Jazeera Academy
- Worked with Finance to consolidate IT budgets and prepare yearly operational and Capital budget to control costs.
- Negotiated group enterprise Microsoft agreement to consolidate all the licensed subsidiaries to benefit from MS licenses such as discount, training, and support.
- Supported the development of a new ISP establishment in Libya in coordination with Qatar Satellite to lease the whole beam capacity by implementing the earth Station Hub in Malta

## KEY ACCOUNTABILITIES

- I played a key role in setting up and organizing IT operations throughout the group. During the initial two years, I collaborated closely with McKinsey, who was tasked with redesigning and implementing group-wide restructuring efforts.
- I Led multiple teams to deliver high-performance functions including data center management, vendor relations, tech support, application development, service desk support, database management, network, and security.
- Consolidated IT function under Holding Division as shared service model leading to significant influence over other departments, including HR and Finance to follow similar models
- Delivered multiple improvements, including reducing software downtime from 50% to less than 2%
- Delivered an 80% reduction in overhead by automating manual processes across all business units, successfully reducing costs by 33% through analysis of network traffic and elimination of unnecessary routing equipment.
- Developed new staffing model to provide 24/7 support, increasing compliance with delivery schedules by 50%
- Recognised by Board Leadership for leading end-to-end implementation of Oracle E-Business suite Enterprise and Asset Management (eAM) and Oracle Leasing within four months.
- Automated annual employee appraisal, compensation planning and financial consolidation processes at Holding level through leading successful implementation of Halogen performance Appraisal System
- Designed, installed and supported 16 separate Citrix Metaframe farms for inter-office and remote connectivity.
- Oversaw multiple real-estate commercial and residential building services projects, including CCTV, Access Control, IPTV and IP telephony working on Alfardan Tower, 62 story Kempinski Hotel, BMW Workshop, Land Rover Workshop, Alfardan Jewellery Pearl showroom.
- Extensive experience in automotive business process, successfully implementing kerridge (Autoline) in 2004 and Autoline in 2010 for the entire Alfardan Automotive Group

## EARLIER CAREER

	<b>Senior System Analyst – IBM, Canada</b>	<b>1998 – 2003</b>
	<b>System Analyst – PwC, Canada</b>	<b>1996 – 1998</b>

## EDUCATION

<b>Post Graduate Program in Artificial Intelligence for Leaders - The University of Texas at Austin</b>	<b>2023 - 2024</b>
<b>Bachelor of Management Information Systems, Corporate Finance – University of Lethbridge, Canada</b>	<b>1996 – 2000</b>
<b>Business Administration Diploma – Assiniboine Community College, Canada</b>	<b>1996 – 1996</b>
<b>BASc Computer and Information Science &amp; Support Sciences – Vanier College, Canada</b>	<b>1990 – 1992</b>

## PROFESSIONAL DEVELOPMENT

- CGEIT by ISACA: Certified in the governance of Enterprise IT Certificate number: 2008903.
- ITIL Service Manager
- Six Sigma Black Belt
- Project Management by PMI, Certificate number: 2799755
- Project Management Risk Management by PMI, Certificate number: 3261509
- ISO 9001- Certified lead Auditor: Certificate number: G-10340

## PERSONAL INFORMATION

**Nationality:** Canadian. (Birthplace: Qatar).

**Interests:** Camping, reading, swimming, fishing.

**Driving Licence:** Full, clean

**Languages:** English and Arabic.