



Dhawaris Ansari, PMP®

Vice President – Projects (IT)

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EXECUTIVE SUMMARY

An adaptable and transformational leader with a proven record of managing full lifecycle projects up to **\$10M** per project, with an ability to work independently, making critical decisions, designing strategies, delivering IT & Operational initiatives, and developing opportunities that further establish organizational goals.

Two decades of industry experience focusing on Digitization and Automations of Systems, Innovations, Process Re-Engineering, Service Excellence, Regulatory & Compliance, IT Management which results in **Business Retention, Business Continuity, Operational Efficiency, Cost Save & Revenue Growth.**

- Management professional, Indian national holding Dual Master Degrees with overall 22 years of experience
- Industries: Banking & Financial Institutions, IT Services, Manufacturing, Retail Business and Educational Institutions
- Internationally accredited certifications from IIM, PMI, ISACA, IQF, IRCA-ISO, EXIN, APMG, Axelos, Microsoft & Cisco
- ROI focused, delivered cost saving & revenue maximizing strategical projects resulted saving ~**\$2.5** Million YOY



AREA OF EXPERTISE

- Business – IT Project Management
- Business Process Re-Engineering
- Business Continuity Management
- Business & Systems Migrations
- Business & Cost Impact Analysis, ROI
- Continual Process Improvement
- Collections Systems, Strategy, Ops, Analytics & MIS
- Governance – IT, Operational Risks, Audit & Compliance
- Stakeholder, Service Provider & Vendor Management
- Enterprise IT Operations (Incident & Change Mgmt.)
- Digital Transformations & Robotic Process Automations
- Strategic, Innovations, IT & Operational Projects



EDUCATION

Advanced Programme in Strategic PM
2020 – 2021 | IIM, Calcutta, India



Master in Business Administration
2010 – 2012 | Annamalai University, India



Master of Science [CS] | 1999 – 2001
Bharathidasan University, India



Bachelor of Science [CS] | 1996 – 1999
Bharathidasan University, India



CERTIFICATIONS

- Project Management Professional (**PMP®**)
- Lean **Six Sigma** Green Belt (LSSGB)
- International English (**IELTS**)
- Business Continuity Management (**BCM**)
- **Agile** Scrum Foundation (ASF)
- **COBIT®** 5 Foundation
- **ITIL** V3 Foundation
- Certified Information System Auditor (**CISA®**)
- **PRINCE2®** Foundation & Practitioner
- ISO/IEC 27001:2013 **ISMS** Lead Auditor
- Operational **Risk** & Governance (EIBFS)
- Microsoft Certified Technology Specialist (**MCTS**)
- Microsoft Certified System Engineer (**MCSE**)
- Cisco Certified Network Associate (**CCNA**)



ACHIEVEMENTS

- Implementing Collection Systems 2021 – 2023, expecting benefits of ~**\$20** Million overall on Provision & Cost save.
- Implementing IVR solution & Automation for business units expecting benefits of ~**\$5** Million overall in Cost save.
- Implemented Digital channel platforms for Online Payments, Customer Service, Communications and enabled Seamless Business Continuity (8 BCP sites, 200+ WFH) during COVID-19 Pandemic Situation and saved ~**\$2** Million.
- Implemented Automated Dialer solutions, IVR solutions, ATM/CDM Solutions, Automations & Robotic Processes (RPA) for RAK Bank, Emirates NBD Group resulted in substantial benefits of ~**\$20** Million [2010 – 2022].
- Implemented Six sigma (GB) methodologies resulted in ~**\$2** Million of returns in Cost and provision save [2017-2019].
- Implemented Banking systems to 3rd party agencies across the Globe, Legal systems for Filing Criminal cases in Collections, Payment channels resulted in operations efficiencies and revenue growth, saved ~**\$10** Million [2015 – 2019].
- Overall benefit of ~**\$50** Million contributed as part of the project deliveries for Emirates NBD group in a Decade.

WORK EXPERIENCE

Vice President – Projects Delivery (IT) **Oct 2019 – Present** **RAK BANK – Dubai (website: www.rakbank.ae)**

Senior Business Lead and a Subject Matter Expert, delivering leadership skills in conceptualizing and translating business vision into achievable business goals. Managing cross-functional teams of 50+ staff, 15+ projects with a budget of **\$12 Million**, and 40+ IT team members. Managing & Leading all projects (Business & IT Functional Consultant) for the bank across all domains.

- Managing projects through the full project life cycle from the strategic project planning, execution and on to tactical activities, ensuring projects are well defined, aligned to business goals, well documented and appropriately reported.
- Managing core PM tasks such as developing and maintaining project plans, regular status reports and updates for senior stakeholders, managing assigned projects to ensure adherence to budget, schedule, and scope.
- Providing project management oversight, including project planning and control, stakeholder management, status tracking and reporting, issue and risk management, and budget management
- Preparing cost, effort estimations and detailed project plan for all phases of the project.
- Delivering of key tactical and strategic regulatory initiatives across all domains i.e., Banking Operations, Services & Products in line with UAE Central Bank mandate.
- Participating and conducting end-to-end process reviews to inform current-state understanding (e.g., present methodology, bottlenecks, inefficiencies) to drive performance improvement and reduce non-value adding expense.
- Working closely with the Head of PMO within the Special Projects team to establish robust project management standards, Resource Management, Planning, Review and Analysis and Execution tools, trackers, and techniques.
- Assisting other Project Managers, Business Analysts with the delivery of high-level project activity, including those experiencing difficulties, undertaking duties such as over managing UATs, Costing & Efforts, and Vendor management.
- Managing projects by adopting Project Management approaches including Agile and Waterfall methodologies.
- Using project management techniques and tools, including relevant software (e.g., Trello, MS Planner, Jira, MS Visio, Amazon PPM Pro, Project View, MS Project)
- Chairing Daily standup meetings, huddles, SteerCo, presenting updates to PMO, Executive teams

Business Support Manager **Jan 2010 – Oct 2019** **Emirates NBD – Dubai (website: www.emiratesnbd.com)**

Driven projects and provided business, IT advisory support for **Emirates NBD Group Collections** across UAE, KSA, Egypt & India

- Managed cross-functional teams of **50+ staff, 50+ projects** with overall budget of **~\$25 Million and 50+** Stakeholders
- Managed, Initiated, Implemented and supported critical IT & Operations projects
- Designed & Implemented **Collections & Recoveries Systems**, Policies and Processes for UAE, Egypt, KSA & India
- Driven critical project of transforming manual processes of Group Collections with 99% automation on collection system
- Prepared and Submitted business cases with BIA & ROI, change requests, BRD, Risk Assessments, Use cases, UD & FSD
- Assisted the Head of Business Units – in developing long-term strategic plans, budget & cost related submissions
- Identified best practices, evaluated existing process change, business management techniques, Planned and implemented process improvement initiatives by using Six Sigma, BPM & Robotic automations (RPA).
- SPOC for Audit, IT, Operations, Legal, Central Bank & Regulatory Changes, & other Stakeholders

Project Leader **Feb 2006 – Jan 2010** **3i InfoTech – Dubai (website: www.3i-infotech.com)**

- IT Projects & service support to Emirates Bank & NBD, managed a team of **10 – 12** Engineers, provided support to over **4000+** Users (More than 40 Branches & offices) across UAE.
- Managed Migration projects with overall budget of **\$500K**, and completed within stipulated time & benefits.

System & Project Administrator **Feb 2002 – Jan 2006** **Easa Saleh Al Gurg Group – Dubai (website: www.algurg.com)**

- Led an **ERP** project for Foundry automation (Manufacturing Division) with upgradation in Servers, Network and other systems. Managed Revamp projects with overall budget of **\$200K**, and delivered ERP, migrated 10+ Years of data.

IT Administrator **Apr 2001 – Jan 2002** **Annai College of Arts & Science – India (website: www.annaicollege.com)**

- Managed & Setup the College's complete systems and network systems / topology.
- Supported student's projects for 1st & 2nd Semester for 1st Year students of IT Bachelor degree

Note: Projects delivered list shall be shared upon request.