

Tahir Abdul Razak

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Canadian Citizen

Summary

- Highly experienced IT business leader with passion for the use of technology, enabled organizations (past and present) to improve overall operations, processes and solved business challenges which resulted in costs savings and helped in the growth of the organizations.
- With more than 17 years of experience out of 24 in leading IT function for well-known multinational organizations in Retail, Automotive, Distribution, Trading, Oil & Gas and Manufacturing industries in the USA, Canada, and in the Arabian Gulf.
- Successfully representing IT at board and executive levels, formulating and implementing IT strategies and plans to utilize technologies to enhance and improve businesses, focusing on data-driven and highly informed decision-making capabilities throughout the organizations.
- Led the transformation of IT function in each organization from support to business enabler with alignment to the business plans and priorities. Effectively implemented best service and governance practices based on ITIL and COBIT principals. Ensured highly available systems and business continuity during any disaster. Efficiently managed finance of the department and projects with the objectives to attain value and benefits with minimum cost.
- Successfully led the design and deployment of several Corporate and Function specific information systems including infrastructure, Enterprise Applications and Security of the information, based on cost effective systems and technologies available in Cloud and on-premises, ERP systems, CRM, Business Intelligence, Mobile, Cyber Security and more.
- Additionally, skilled in building and maintaining healthy relations at all levels.

Professional Experience

Group I.T. Director (November 2010 – Present)

Gulf Cryo, Dubai, UAE - Operating in the industrial gas field in the Middle East, founded as Kuwait Oxygen Company in 1953. Today Gulf Cryo comprises several affiliated companies. It is the largest manufacturer of industrial, medical and specialty gases in the Middle East.

Key Profile: *Responsible for leading and managing IT function for 10 countries with each having multi locations. Member of the Senior Leadership Team.*

Successfully led and completed several major initiatives, such as;

- Developed and implemented initial IT strategy in 2011, restructured of IT and aligned it to business with introduction of IT Policies, processes, services levels and governance models
- Later Initiated IT Vision2020 to integrate “Digital Transformation” with the business strategy and started implementation of the plans.
- Led selection and implementation of Oracle ERP for all business functions across 10 countries with multiple legal entities to standardize, improve, and automate business processes. Resulted in USD3 million in savings over 4 years.
- To support “Customer Focused Organization” initiative, assisted by selecting and implementing cloud based CRM system for Sales and marketing. Resulted increased customer satisfaction for last 3 years.
- Led IT and business teams to build business intelligence solution with dash boards and drill down capabilities for all business functions, to assist them in decision making and in day to day operations’ management.
- Major Improvements in IT infrastructure with the implementation, standardization and centralization of network, Server/data center technologies, and security of information (overall achieving \$100K in yearly savings)
- Moved company’s messaging and collaboration to Microsoft’s cloud based solution with mobile accesses. Resulted in improvements in overall communications, access to information and savings in long distance calls and in travelling.
- Automating approximately 200,000 cylinders tracking with QR codes and system processes, resulting in one time USD560K and yearly \$400K in savings
- Moved organization from a manual budgeting and forecasting process to an enterprise-wide Hyperion budgeting and planning solution in the Cloud, that dramatically reduced time and effort to access information critical to decision making

- Led the development and implementation of Mobile apps for iOS and Android for Behavioral Based Safety observations and for Gas Volume Conversion to help the SHEQ, Sales and Production functions to take corrective actions quickly due to the availability of vital information, and helping in avoiding minor and major incidents
- Owner of group wide iSecure initiative to counter Cyber threats by designing an advanced information security frame work with my team, achieving high success rate in blocking fake emails for funds transfer, ransomware threats and more.

Regional IT Manager (Oct 2008 to Nov 2010)

Weir Oil & Gas - A leading British Group Co., dealing in Power, Oil, Gas & Minerals, UAE

Key Profile: *Spearheading IT functionalities for 5 locations in 3 countries in the Middle East region, conceptualizing long term IT plans; ensuring optimum network availability and managing regional IT projects*

- Led the implementation of Movex ERP application in Azerbaijan and Saudi Arabia to streamline Engineering and services processes and to account for the actual cost of production. Which resulted in costs savings for wrong and over/under ordering of raw materials and improvements in Finance and Sales processes
- Introduced Business Intelligence solution across the region based on QlikView to help management make informed decisions and for the functional analysts to dive deeper to monitor the performance and identify areas of concerns in Finance, Sales, and Procurement
- Designed and deployed central data center and network based on private Cloud principals to service the region which reduced overall infrastructure and management costs while improved availability of network and applications with business continuity procedures & processes
- Regularly updated management and JV's board on IT plans, investment and on performance
- Led the selection of HR system for the region to centralize and improve HR and Payroll processes
- Implemented discipline of a Proactive IT in order-to catch the issues/problems before they impact the business
- Overhauled information security with a new frame work (considering all areas, internal and external) to address current and future threats with implementation of advance monitoring and notifications processes
- Introduced IT Chargeback processes for IT services, resources, software and hardware within the region as part of the budgeting process

Information Technology Manager (Jul 2006 – Aug 2008)

S&A Abahsain Co., Dammam, KSA (Leading Saudi group Co., dealing in Chemicals, Auto, Food, Manufacturing, and Services & Investments)

Key Profile: *Steering IT activities in Auto, Chemical, Lubricant, Food Trading, Chemical and Fiber Glass Manufacturing divisions.*

- Developed & implemented new IT Function & ERP system for 6 companies (Trading & Manufacturing); developed IT strategies, IT policies & procedures; designed & implemented IT infrastructure; ensured availability of applications / systems in all locations; budgeting & cost control, Established the IT dept. (Data Center, Hardware / Software, Networks, Staff etc.). Implemented Oracle ERP in four divisions and attained 55% discount on software licensing

National Information Technology Manager (Mar 2001 – Jul 2006)

Hyundai Auto Canada, Toronto, Canada (Distributors of Hyundai cars & parts through a network of 158 dealers across Canada)

Key Profile: *Member of the executive team responsible to lead the IT Function. Initiated major transformation of IT from restructuring of the department, to replacing manual processes with automation in major areas of the business. Standardized corporate eMail, Web sites and Dealer Management Systems across 158 dealerships resulted in yearly revenue for the organization. Additionally, Represented Canadian IT at international conferences and in worldwide leadership meetings*

- Besides, led the applications development (In-house ERP & Web based applications); provided systems & programming support to various departments & dealerships; developed IT policies & procedures; developed strategic plans to support business operations & initiatives; identified & implemented applications / technologies to enhance business process; systems development for managing IT support, software development and inventory functions.

Director – Information Systems (Jan 2000 – Mar 2001)

Toys”R”Us, Toronto, Canada (Largest toys retailer in the world)

Key Profile: Started as Manager Store Systems then based on the exceptional performance, was made responsible for heading the Information Systems dept. for the Canadian IT operations consisting of 64 Stores across Canada, Head Office, Regional offices & a Warehouses

- Developed department business plans in compliance with the assigned business objective and interfaced with various teams in USA, France and other international locations.
- Migrated Retail stores technology, established skilled teams to support stores, ensuring availability of the entire systems & networks.
- Evaluated vendor agreements and re-negotiated terms, achieved 35% cost savings.
- Introduced procedures and policies to streamline operations. Implemented project management discipline.
- Identified deficiencies in HR processes and implemented new HRIS system for improvements.
- Implemented web based Remedy Help Desk system.
- Implemented Toysrus.ca web site.
- Developed in-store Kiosk solution and web enabled legacy applications with an Intranet solution.
- Managed the ERP implementation project for Canadian operations (initiated by Toys"R"Us USA).

Manager – Store Systems (May 1996 – Dec 1999)

- Migrated 63 stores systems from NCR to IBM point of sale including 63 new AS/400s at each store.
- Established 7x24 helpdesk operations.
- Systems Save/Restore and Security operations.
- Pilot Intranet site using Lotus Domino for AS/400 and Mail Integration with MS Exchange.
- Thin Clients (Network Stations) at the stores.
- Managed Microsoft and IBM E-Mail Systems
- TCP/IP Network (Local and Wide) for all stores in Canada.
- Automated End of Day sales and inventory operations on IBM AS/400 system.

Previous Assignments

Olive Computer Corp., Seattle, Washington, USA

Systems Engineer (Sep 1995 – Apr 1996)

Key Profile: Hardware design, implementation and troubleshooting of PCs; provided technical support on hardware / software; trained technical staff on new technologies

Al-Futtain Sons, Dubai, UAE

Supervisor – Information Systems (May 1994 to Aug 1995)

IT Responsibilities for: Toys"R"Us, Hertz, Ryman and Alcatel

Key Profile: Developed standalone & multi-user Database applications; provided system support

Programmer/Analyst, University of Utah, Utah (Aug 1993 to Apr 1994)

Key Profile: Designed, developed and supported several Database applications.

Academics

- **B.Sc. – 4 years (Computer Science)**, University of Utah, USA (1993)
- **Associate of Science (Computer Science)**, Salt Lake Community College, USA (1990)
- **B.Sc. (Chemistry)**, University of Karachi, Pakistan (1986)

Certifications

- **Performance Management**, York University, Canada
- **Making Things Happen & Accomplishing More**, York University, Canada
- **Core Management Skills**, WATMEC Canada
- **Several IBM technologies certificates**. Canada
- **Infinium HR Information System Administration**, Canada
- **ITIL V3 Foundation Certified**
- **COBIT Version 5 Foundation Certified**

Technical Skills Set

- Enterprise Systems ERP (Oracle ERP, JD Edwards, Movex and in-house systems), CRM, etc.
- Cloud technologies (SaaS)
- ITIL based service delivery implementation
- Application Development (AS/400, Microsoft and Web based)
- Point of Sale/Warehouse Wireless Handheld Mobile Applications
- Network Technologies (LAN, WAN, Wireless, Internet and Security), Data Center Design & Implementation
- Telecommunication Systems (PBX, VoIP, Voice Mail, Unified Messaging – Voice, Fax, email)
- Servers (Blade, Racks, and standalone) and Server Storage Networks (SAN) with Virtualization
- IBM AS/400 System, SUN, UNIX and Microsoft Operating systems
- Email Systems (Microsoft and Lotus; design and implementation)
- Business Intelligence (Datawarehouse, OLAP data analysis and reporting tools)
- Disaster Recovery (Procedures and Testing), Systems Integrations (Interfaces and Communication)