

Hamad Al-Shabanah

Senior IT Manager | IT Business Partner | Digital
Transformation Leader

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Nationality: Saudi

Riyadh, 11345, Saudi Arabia

Results-driven Senior IT Manager with 12+ years of progressive experience leading IT operations, digital transformation, and technology-business alignment across insurance, fintech, and holding company environments in Saudi Arabia. Skilled in IT governance, ERP implementation (Odoo), cybersecurity strategy, infrastructure modernization, and cloud adoption. Demonstrated ability to partner with C-suite executives and business stakeholders to translate operational needs into scalable technology solutions. Proven track record in vendor management, SLA/KPI-driven service delivery, regulatory compliance alignment, and building high-performing IT teams. Seeking to leverage deep technical leadership and business partnership capabilities in a senior IT leadership role.

Achievements

- **Led Enterprise Cloud Migration & ERP (Odoo) Implementation** – Delivered end-to-end cloud migration and ERP deployment, improving system integration, process automation, and operational performance while reducing infrastructure costs.
- **Launched Digital Insurance Platforms** – Directed the development of aggregator and leasing insurance platforms, driving fintech adoption, strengthening cybersecurity posture, and ensuring regulatory compliance.
- **Optimized IT Operations & Risk Management** – Implemented service automation, vendor rationalization, and advanced cybersecurity controls, reducing operational costs and strengthening business continuity.
- **Pro Bono IT Consulting for a Nonprofit Organization** – Redesigned IT infrastructure, deployed cloud solutions, and streamlined operations to enhance organizational efficiency and community impact.
- **Appointed Acting CTO (Elyak)** – Entrusted with executive leadership responsibilities spanning corporate strategy, operations, and technology direction.

Work Experience

Senior IT Manager – Tech Onboarding & Business Partnership

Apr 2026 - Present

Rasan Information Technology Co., Riyadh, Saudi Arabia

- Partner with business stakeholders across Rasan's fintech and Insurtech portfolio to translate operational requirements into technology solutions, ensuring IT-business alignment.
- Lead technology onboarding for new business initiatives, products, and partnerships, coordinating systems readiness, access provisioning, and integration across internal teams.
- Manage cross-functional coordination between IT, product, operations, and external vendors to enable smooth adoption of enterprise platforms and digital services.
- Strengthen IT governance and service delivery frameworks, establishing SLA/KPI tracking and escalation processes for technology-enabled business operations.
- Support digital transformation initiatives by evaluating emerging technologies, recommending adoption strategies, and overseeing implementation readiness.
- Oversee vendor management and third-party technology engagements, ensuring contract compliance, service quality, and cost optimization.
- Drive onboarding process improvement through standardized documentation, controls, and handover practices across business and technology teams.
- Support enterprise cybersecurity posture by coordinating risk assessments, access management reviews, and alignment with regulatory requirements.

Head of Information Technology

Jul 2025 - Apr 2026

Tbar Holding, Riyadh, Saudi Arabia

- Defined and executed enterprise-wide IT strategy aligned with corporate vision, growth roadmap, and business unit objectives across the holding group.
- Directed digital transformation initiatives including ERP (Odoo) deployment, AI adoption, and process automation to improve operational scalability.
- Established IT governance, risk, and compliance frameworks aligned with regulatory requirements and international standards.
- Strengthened cybersecurity posture by coordinating SOC services, endpoint security controls, and enterprise risk management practices.
- Modernized IT infrastructure and cloud architecture, achieving high availability, disaster recovery readiness, and cost optimization.
- Enabled data-driven decision-making by building BI dashboards, KPI tracking frameworks, and executive-level performance reporting.
- Built and mentored a high-performing IT team, embedding a KPI- and SLA-driven service culture across the department.
- Partnered with C-suite executives and business unit heads to position IT as a strategic enabler of growth and innovation.

IT Consultant (Part-Time Advisory Engagement)

Aug 2025 - Present

Elyak CJ, Riyadh, Saudi Arabia

- Advised on IT infrastructure and systems architecture, delivering tailored strategic recommendations to optimize performance and scalability.
- Guided clients in evaluating and selecting ERP (Odoo, SAP), CRM, and digital platforms to align technology investments with business objectives.
- Developed strategic technology adoption roadmaps based on industry trend analysis, ensuring competitive positioning for clients.
- Facilitated IT governance and compliance alignment with international standards and Saudi regulatory requirements.
- Designed cost-optimization strategies through outsourcing analysis, vendor evaluation, and contract negotiations for IT services.
- Advised on cybersecurity frameworks, implementing risk assessments, security controls, and resilience planning against evolving threats.
- Enhanced business processes by recommending automation, cloud adoption, and integration of cross-departmental enterprise systems.
- Led multiple client-facing projects including ERP rollouts, infrastructure upgrades, and digital product launches.

- Delivered mentorship and training to client IT teams, supporting knowledge transfer and long-term operational sustainability.
- Developed data-driven BI models and IT performance dashboards for executives to support informed decision-making.
- Conducted audits of IT operations, identifying gaps in governance and recommending corrective action plans.

Head of Information Technology

Jul 2023 - Jul 2025

Elyak CJ, Riyadh, Saudi Arabia

- Directed end-to-end cloud migration and ERP (Odoo) implementation, transforming IT infrastructure to support business growth and operational agility.
- Supported the launch and operational readiness of digital products through cross-departmental collaboration, market research, and business-technology alignment.
- Supported technology enablement for Elyak CJ's digital product portfolio, including Sumaya369, Calwe, and the LAX mobile app, aligning platform operations, vendor coordination, business requirements, and service readiness.
- Evaluated and recommended emerging technologies for strategic adoption, maintaining competitive advantage through proactive innovation planning.
- Aligned IT strategy with business objectives, bridging technical and non-technical stakeholders to ensure seamless system integration and project delivery.
- Optimized IT expenditure through strategic outsourcing, vendor negotiation, and procurement governance, reducing costs while maintaining service quality for hardware, software, and IT services.
- Strengthened cybersecurity posture with data protection protocols, risk mitigation strategies, and backup solutions, safeguarding critical business assets and ensuring regulatory compliance.
- Increased operational efficiency by consolidating enterprise systems, automating routine workflows, and leveraging cloud services to reduce manual overhead.
- Mentored junior IT staff, developed structured onboarding programs, and introduced ITIL-based service management practices to improve service delivery and team capability.
- Designed custom BI dashboards and implemented IT asset management policies, enabling data-driven decision-making and reducing asset loss by 20%.
- Conducted internal IT audits and compliance reviews, ensuring cybersecurity protocols met regulatory standards and strengthening overall IT governance.

Information Technology Consultant

Sep 2023 - Oct 2025

Cloud Insurance Brokerage, Riyadh, Saudi Arabia

- Advised C-level executives on IT strategy, systems architecture, and digital transformation, aligning technology roadmaps with business growth objectives.
- Directed software testing and quality assurance procedures prior to deployment, minimizing post-launch disruptions and ensuring system reliability.
- Managed infrastructure optimization and data center operations, ensuring system scalability, uptime, and alignment with business continuity requirements.
- Designed and implemented cost-effective technology solutions that improved IT governance, security posture, and regulatory compliance.

- Managed IT staff and third-party vendors, overseeing software development lifecycles, system enhancements, and cloud service integration.
- Optimized IT operations through workflow automation, process re-engineering, and enterprise-wide technology standardization.

Information Technology Manager

Feb 2023 - Aug 2023

Cloud Insurance Brokerage, Riyadh, Saudi Arabia

- Directed the design, deployment, and maintenance of enterprise IT infrastructure, including operating systems, application platforms, and system management tools.
- Developed and implemented an enterprise-wide cybersecurity strategy encompassing network security, disaster recovery, data protection, and access management.
- Managed large-scale IT projects end-to-end, ensuring on-time delivery, budget adherence, and seamless cross-system integration.
- Streamlined IT operations by eliminating redundancies, automating key workflows, and enhancing cybersecurity compliance with local regulatory requirements.
- Led end-to-end ERP (Odoo) implementation using Agile methodologies, achieving seamless integration with existing business systems and process automation.

Information Technology Supervisor

Feb 2018 - Oct 2022

Concord Insurance Brokerage, Riyadh, Saudi Arabia

- Led large-scale IT migration projects, delivering seamless platform transitions with minimal downtime and zero data loss.
- Developed and deployed custom business applications, enhancing workflow automation, data security, and operational throughput.
- Strengthened IT infrastructure through cross-functional collaboration, supporting business scalability and operational resilience.
- Implemented advanced cybersecurity controls—encryption, firewall hardening, and role-based access management—to mitigate organizational risk.
- Directed disaster recovery simulations and implemented secure hybrid work solutions, strengthening business continuity and remote access capabilities.
- Authored detailed SOPs and technical documentation, standardizing IT processes and enabling cross-team knowledge transfer.
- Monitored system performance metrics and executed proactive maintenance strategies, ensuring infrastructure stability and SLA compliance.

Deputy General Manager

May 2015 - Aug 2017

Theatel Insurance Agency, Riyadh, Saudi Arabia

- Led strategic planning, budgeting, and cost optimization, reducing operational expenses through vendor negotiations and process re-engineering.
- Fostered a high-performance culture, driving employee engagement, cross-departmental collaboration, and productivity improvements.
- Implemented new technology solutions that streamlined workflows, enhanced operational efficiency, and supported business growth within budget constraints.

HR IT Recruiter

Feb 2014 - Apr 2015

Al Farabi, Riyadh, Saudi Arabia

- Managed end-to-end IT recruitment and workforce planning, streamlining hiring, onboarding, and retention strategies to support organizational growth.
- Built a robust IT talent pipeline through networking and sourcing initiatives, reducing time-to-fill metrics and improving candidate quality.

Graphics Designer and Photographer

Jan 2010 - Dec 2013

Arabian Education and Training Group, Riyadh, Saudi Arabia

- Designed digital and print assets including website layouts, corporate branding materials, and online advertising campaigns.
- Collaborated with clients and project managers to deliver engaging visual content, applying emerging design trends and multimedia production techniques.

Core Competencies

- **IT Strategy & Digital Transformation | IT Governance & Compliance (SAMA, PDPL) | Cybersecurity & Risk Management | ERP Implementation (Odoo, SAP) | Cloud Architecture & Migration | IT Service Management (ITSM / ITIL) | SLA & KPI Management | Business Partnership & Stakeholder Alignment | Project Management (Agile, Waterfall) | Vendor Management & Procurement | Process Automation & Optimization | Infrastructure & Network Administration | Active Directory & Microsoft 365 | Data Security & Access Management | BI Dashboards & Executive Reporting | Change Management | Fintech & InsurTech Solutions | Team Leadership & Mentorship**

Education

MIDOCEAN UNIVERSITY, UAE
Bachelor of Science in Information Technology

Languages

Arabic (fluent),
English (fluent)

Certificates

Certified CAMS	Feb 2023	Certified IFCE	Jul 2018	Security	Mar 2023
Cloud	Jan 2024	CIC	Nov 2022	ITF	Jan 2021
Project Management	Jun 2024	Certified IT Project	Jul 2024	ITIL4	Nov 2024
Course – Google		Manager – IBM			