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Top Skills

Project Mobilization
Vendor Management
IT Procurement

Certifications

Networking to Programming:
Synergy for Career Excellence
Cybersecurity Essentials
Mobile App Development - iOS &
Android
Cybersecurity Compliance Certificate
IT Essentials

Shahid Ahmed

Director of Business Systems | Strategic Ops & Infrastructure |
Process Automation | ERP + Self-Hosted Solutions Expert | Systems
Administrator

Dammam, Eastern, Saudi Arabia

Summary

I am a cross-functional operations and systems leader with over 10 years of experience delivering scalable, secure, and efficient infrastructure solutions across mid-sized and enterprise-level organizations. With a background that blends IT strategy, business systems architecture, and hands-on technical execution, I help organizations reduce friction, improve operational clarity, and align technology with long-term growth objectives.

In my current role as Deputy Manager, I oversee internal operations across departments while driving digital transformation initiatives, process automation, and infrastructure modernization efforts. My expertise spans ERP systems, cloud platforms, self-hosted environments, cybersecurity, and workflow optimization — all applied through a systems-thinking lens.

I bring a calm, structured approach to complex operational challenges and thrive in environments where accountability, scale, and systems integrity are essential. My goal is always to build resilient foundations that enable teams to move faster, collaborate better, and deliver measurable results.

Experience

Gulf Mountain Contracting & Trading Est.

Director of Business Systems

August 2024 - Present (1 year 11 months)

Al Khobar

- ERP & Digital Transformation: Transitioned from legacy Excel-based tracking to a fully integrated Odoo ERP system. Acted as Lead Consultant to identify operational bottlenecks, oversee configuration, and manage end-to-end implementation.

- Process Automation: Introduced CRM and document-handling tools for task assignment and automated tracking, reducing manual workload by 40%.
- Cloud & Security Migration: Eliminated persistent phishing and spam threats by migrating company-wide communications from basic hosting to Microsoft 365 and Google Workspace.
- IT Governance: Established the company's first comprehensive IT Policy framework, including Cybersecurity protocols and Acceptable Use Policies (AUP).
- Data Integrity: Implemented SharePoint for centralized data management, introducing a tiered permission structure based on organizational hierarchy to ensure data security and role-based access.
- Infrastructure Modernization: Deployed biometric fingerprint attendance systems and developed custom corporate websites to enhance digital presence.

HAMAT Transportation Co.

Senior Manager Information Technology Infrastructure

June 2023 - August 2024 (1 year 3 months)

Dammam, Eastern, Saudi Arabia

- Cloud Architecture: Engineered and managed a large-scale cloud migration using Microsoft Azure, improving system scalability and achieving 99.9% uptime.
- Security Operations: Developed and executed cybersecurity policies, including risk assessments and incident response plans; implemented SSO and MFA for all enterprise applications.
- Infrastructure Management: Managed Cisco Routers, Switches, Firewalls and Avaya Communication Manager, integrating telephony with CRM systems for improved customer tracking.
- User Empowerment: Led end-user training programs for ERP adoption, significantly reducing IT support tickets and increasing departmental efficiency.

China Railway Construction Corporation Limited - Saudi Branch

3 years 5 months

Senior Systems Administrator

August 2022 - June 2023 (11 months)

Saudi Aramco Corporate Academy Project (SACAP), Eastern, Saudi Arabia

- Set up and managed project IT infrastructure in compliance with Saudi Aramco standards.
- Designed onboarding and mobilization frameworks for large-scale project teams across multiple sites.

- Handled contract negotiations, vendor selection, and IT asset procurement.
- Managed sensitive data workflows including staff EPM access and ID provisioning.
- Delivered cybersecurity training and L1/L2 support training to in-house IT staff.

IT Administrator

February 2020 - July 2022 (2 years 6 months)

King Salman Energy Park, Eastern, Saudi Arabia

- Active Directory Setup & configuration
- Azure AD management
- Developed & managed IT Asset Management Portal & IT Helpdesk (Open-Source)
- Managed ITC SIP Trunk, Cisco IP Phony, Cisco Routers & HP Proliant Server
- Provided Technical Support to Saudi Aramco Project Management Team (SAPMT)
- Managed Cambium PTP Backhaul for Saudi Aramco Offices
- IT Budget Planning & Management
- Upgraded outdated equipment & technologies
- Introduced solutions for a more productive & cost-efficient work environment
- Procurement of IT Assets & Inventory
- Upgraded securities & educated staff on fundamentals of cybersecurity & staying safe online
- Provided Technical Support

Asas Aloula Holding Co.

2 years 6 months

Lead Developer & ERP Systems Engineer

September 2018 - February 2020 (1 year 6 months)

Al-Khobar Governorate, Saudi Arabia

- * Implemented and customized Odoo ERP modules to streamline accounting, HR, and inventory operations.
- * Led cloud infrastructure design using AWS EC2, including hosting of mission-critical platforms.
- * Built and managed e-commerce platforms using Magento, WooCommerce, and OpenCart.
- * Created internal portals for helpdesk, asset management, and reporting using open-source tools.

* Provided strategic IT support, staff training, and cross-functional collaboration with marketing and logistics teams.

IT Support Specialist

September 2017 - August 2018 (1 year)

Al-Khobar Governorate, Saudi Arabia

General IT support.

Setup - IP phones, CCTV systems,
and other network peripherals.

Web-mail configuration.

Configuration and management of office IT inventory (printers, laptops, etc.)

Gulf Mountain Est.

11 months

IT Support Intern

June 2017 - August 2017 (3 months)

Al-Dammam Governorate, Saudi Arabia

Resolved IT-help tickets; hardware/software troubleshooting. Microsoft SharePoint development and support.

IT Support Technician

October 2016 - May 2017 (8 months)

Al-Dammam Governorate, Saudi Arabia

Hardware/software troubleshooting.

Network configuration and setups.

Education

Prince Mohammad Bin Fahd University

Bachelor of Science - BS, Computer Science · (2013 - 2018)

University of East London

HND Business Information Technology, Computer Science & Business Management · (2009 - 2012)