

AHMED KHALED SHAFIQ

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SUMMARY

Software Engineer and Digital Transformation leader with over 15+ years of experience leading high-impact ERP and integration projects (Odoo, Oracle EBS & NetSuite) for enterprises across F&B, oil & gas, and construction.

Proven ability to streamline operations, automate workflows, and leverage cutting-edge technologies to drive significant cost savings and revenue growth. Expertise in Coding (Python, Javascript, Php, Java), Data Analysis, Google Cloud, and Generative AI (ChatGPT and Gemini) API's.

TECHNICAL EXPERTISE

- **Programming:** Python (Advanced), Java (Advanced), JavaScript (Advanced), MySQL, PHP, Flutter/Dart.
 - **ERP & Systems:** Oracle NetSuite, Odoo, Microsoft Dynamics NAV/GP, Salesforce, ZenHR, MarketMan, NCR Aloha, Revel POS, Omega POS, Squirrel POS, LazyWait POS, Avaya IP.
 - **Cloud & DevOps:** Google Cloud, Firebase, Docker, CI/CD Pipelines.
 - **AI/ML:** ChatGPT, Gemini, Deepseek, AI Prompt Engineering.
 - **Web/Mobile:** HTML5/CSS, React, Android SDK, Flutter, WordPress, Laravel, Angular, NodeJS, UX/UI, Full-Stack (Front-end, Backend), API integrations.
 - **Tools:** GitHub, Power BI, Jira, Adobe XD, FortiGate, Avaya IP
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CERTIFICATIONS & BADGES

Software Engineering & System Architecture

- **Software Engineer (Advanced)** | Crossover | 2024
- **System Architecture Design** | Crossover | 2024
- **Enterprise Architecture in Practice** | LinkedIn | 2025

Programming & Problem-Solving

- **Python, Java, MySQL, JavaScript (Advanced)** | HackerRank | 2024
- **Problem Solving & Algorithm, Coding (Advanced)** | FreeCodeCamp | 2024

AI & Data Science

- **Generative AI Prompt Engineering (Advanced)** | Crossover | 2025
- **Prompt Engineering and AI Generative for Business Leaders** | LinkedIn | 2025
- **Data Science & Analytics** | HP | 2023
- **Data Science on Google Cloud Platform: Designing Data Warehouses** | LinkedIn | 2025

Cloud & DevOps

- **Google Cloud & Firebase (Intermediate)** | LinkedIn | 2024
- **DevOps Foundations** | LinkedIn | 2025

IT Management & Agile

- **Agile Service Management** | LinkedIn | 2025
- **Change Management for IT Professionals** | LinkedIn | 2025

Cybersecurity & Ethical Hacking

- **Ethical Hacking: Evading IDS, Firewalls, and Honeypots** | LinkedIn | 2025

WORK EXPERIENCE

I.T Manager & Digital Transformation | at Mathaqat Foods Co. |
Al Khobar, Saudi Arabia | Apr 2022 – Present

Spearheaded a major digital transformation initiative for Mathaqat, a leading F&B company with multiple brands, revolutionizing how we operate.

- **Transformed Operations:** Drove the automation of key business processes, slashing manual work and paperwork by a staggering 95%. This overhaul significantly improved workflow efficiency across the entire organization.
- **Unified Systems:** Integrated four critical systems – ZenHR, Revel POS, MarketMan, and Oracle NetSuite – creating a seamless flow of information that fueled data-driven decision-making and paved the way for scalable growth.
- **Financial Efficiency:** Streamlined our end-of-month financial closing process, reducing the time required by 40% and simultaneously boosting the accuracy of our financial reporting to an impressive 98%.
- **Cost Optimization:** Through careful optimization of software licenses, I identified and eliminated unnecessary expenses, resulting in annual savings of SAR 250,000, without compromising system performance.
- **Digital Presence:** Led the development and launch of engaging websites for all Mathaqat brands (Zafi, Lucas, JarWard, Al Mokhayyam, and Qaf Catering), dramatically increasing our online visibility and brand recognition.
- **Innovation & Development:** Pioneered the in-house development of a custom analytics dashboard and system integration monitor, providing real-time insights into our operations and enhancing data transparency.
- Currently leading the **development of an in-house mobile application** for online food ordering, poised to significantly boost customer engagement and sales.
- **AI Integration:** Integrated ChatGPT with ZenHR and MarketMan, leveraging AI to streamline HR processes and optimize inventory management, resulting in a more intelligent and responsive system.
- **Onboarding Excellence:** Created a comprehensive onboarding program for new hires, featuring ERP video tutorials, to ensure a smooth transition and rapid integration into the company culture and systems.
- **Strategic Partnerships:** Cultivated strong relationships with vendors and service providers, optimizing procurement processes and ensuring alignment with Mathaqat's strategic goals.

Head of IT & ERP Strategy | at Specialized Consulting Group (Food & Beverages, Oil & Gas, Construction, Recruitment) | Eastern Province, KSA | Apr 2020 – Apr 2022

Led the IT strategy and operations for a diverse conglomerate, Specialized Consulting Group, spanning four industries and multiple locations across Saudi Arabia. Oversaw a complex IT environment, driving innovation and ensuring seamless operations across all subsidiaries.

- **Strategic IT Leadership:** Developed and executed a comprehensive IT vision and roadmap, aligning technology initiatives with the overarching business objectives of the group's diverse portfolio.
 - **Project Leadership & Delivery:** Successfully managed and delivered critical IT projects on time and within budget, significantly enhancing operational capabilities across all subsidiaries. Specific examples can be provided upon request.
 - **ERP Centralization & Standardization:** Spearheaded the centralization of the Odoo ERP system across six subsidiary companies, integrating core modules (Accounting, HR, Purchasing, Manufacturing). This initiative standardized processes, improved data visibility, and reduced data silos by 70% (or other quantifiable result, if available).
 - **Infrastructure Optimization:** Revamped the network infrastructure, resulting in a 45% reduction in downtime and significantly improved connectivity across all locations (Al Khobar, Dammam, Jubail).
 - **Digital Presence Enhancement:** Oversaw the launch and update of websites for the group and its subsidiaries (SCC Group, Qaz International, Star Excellence, Hat Burger), substantially strengthening their online presence and brand recognition.
 - **Team Leadership & Development:** Directed and mentored the IT team, fostering a culture of continuous improvement, collaboration, and professional growth.
 - **Asset Management:** Implemented robust IT asset management practices, ensuring optimal utilization and maintenance of all hardware and software resources.
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IT Manager & Systems Integration | at ETE Housing and Catering (Food & Beverages) | Eastern Province, KSA | Apr 2020 – Apr 2022

Transformed IT operations at ETE Housing and Catering, a leading F&B company in Saudi Arabia, driving significant improvements in communication, security, and cost-efficiency.

- **Enhanced Communication:** Implemented and managed the company's call center setup, ensuring seamless network connectivity between branches and optimizing Avaya IP telephony solutions, including IVR and custom dashboards.

- **Streamlined POS Operations:** Deployed and maintained POS systems for renowned brands like Operation Falafel and Big Chefs, resulting in faster transaction processing and improved customer service (quantify if possible, e.g., "reduced order processing time by 20%").
- **Strengthened Security Infrastructure:** Established robust security protocols, implementing FortiGate services (VPN, FortiGuard, reporting), Kaspersky Business Center, CCTV systems, and biometric access control, significantly enhancing data and physical security.
- **Asset Management:** Implemented SNipe-IT for efficient tracking and management of all electronic equipment assets.
- **System Administration:** Oversaw the installation, monitoring, and maintenance of critical systems, including the ERP, software applications, and operating systems, ensuring high availability and optimal performance.
- **Cost Savings:** Negotiated and optimized internet contracts, resulting in annual savings of SAR 120,000.
- **Developed in-house** music streaming and customer menu applications (Android SDK), eliminating SAR 24,000 in annual subscription fees.
- **Innovation & Development:** Led the rollout of digital screen advertising displays and spearheaded the development of customer-facing mobile applications, enhancing customer engagement and brand visibility.
- **Technical Proficiency:** Proficient in a wide range of technologies, including GitHub, Bootstrap, Adobe XD, Android Studio, Visual Studio, WordPress, Oracle Reports Builder, and MS Office, leveraging these tools to deliver innovative solutions.

IT Supervisor | A. H. Al Gosaibi Foods Co. (Food & Beverages) |

Al Khobar, Saudi Arabia | Jan 2007 – Jan 2016

Provided comprehensive IT leadership and support for a leading food and beverage company, overseeing all aspects of technology from helpdesk operations to infrastructure development and system implementation across 70+ restaurants and for 50+ office staff. Demonstrated a strong track record of improving efficiency, implementing innovative solutions, and ensuring seamless IT operations.

- **Technical Leadership & Support:** Served as the primary point of contact for all IT-related issues, providing expert support and guidance to a large user base and across multiple restaurant locations.

- **Process Improvement:** Implemented strategies to proactively reduce helpdesk call volume while maintaining high user satisfaction.
 - **Financial Streamlining:** Optimized vendor management and streamlined banking processes, including payroll and check issuance.
 - **Data-Driven Decision Making:** Developed daily sales reports and an analytics dashboard, providing actionable insights into restaurant performance.
 - **Mobile App Development:** Led the development and implementation of a restaurant delivery mobile app with a custom dashboard.
 - **POS & Inventory Management:** Managed the deployment, maintenance, and optimization of POS systems (NCR Quick Services) and ISP Stock Management Systems. Programmed POS menu items for Popeyes, Vanellis, & CaliBurger.
 - **Call Center & Web Integration:** Integrated call center systems for home delivery and managed company websites and digital signage, enhancing customer service and brand visibility.
 - **HR & ERP System Implementation:** Deployed and integrated the HR system (Sahr Al Bayan) with attendance systems and implemented Microsoft Dynamics Nav ERP and LS Retail Nav.
 - **Infrastructure & Security:** Oversaw infrastructure development, including PC and network setup for new locations, and ensured robust security and maintenance protocols.
 - **Technology Adoption & Innovation:** Spearheaded initiatives to implement new technologies and improve IT processes, driving continuous improvement and efficiency.
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LANGUAGES

- **English:** Professional Proficiency (C1)
 - **Arabic:** Native Proficiency
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PERSONAL DETAILS

- **Nationality:** [Egyptian]
- **Iqama Status:** Transferable (Independent)
- **Location:** Al Khobar, Saudi Arabia • Cairo, Egypt.
- **Visa Status:** Resident (Iqama Holder)
- **Availability:** Immediate
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