

Toufique Raza Khan

ISO 27001 Lead Auditor, Prince2, MCP, MSc ISM (UK), PSM I (In Progress)
Saudi Arabia / Pakistan

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Summary

Specialized in: IT Optimization || Budgeting || IT Strategy || Automation || Application/Infra Team Development || Program Management (PMO) || IT Governance || IT Operation/Process Improvement || Offshore IT Division

Business/Industries: Construction || Precast || Paper Packaging || Education || Real Estate || Leasing || Corporate || Travel || NGO || IT Services ||

Worked on: SAP || Microsoft Azure || GSUIT || GCP || GPS Tracking System || Command Alkon || SuccessFactors || Wrike Project Management || ISO 27001 || Cyber Security || Telecommunication || Security & Attendance System || Call Management System || Board Room Apps || Business Intelligence || KPI & Performance Management System || Odoo

Total Year of Experience: 20+

A dynamic and results driven Executive Information Officer who combines strong business acumen with extensive experience in leading and developing IT Governance, IT Strategy, Program Management and Process Improvement.

Experienced in wide range of Industrialized Application design for Construction, Packaging, Precast, Project Management and Education. Knowing the ART of scratch development of an ideal MIS or IT setup from scratch fit for above mentioned specialized industries.

ERP Implementation

SAP Standard Modules including (BI/BO, BPC, PPM, SuccessFactors, C4C, REFX)
Odoo Implementation

Optimization

Optimization resources through Shared Service Division
Offshore Development

IT Strategy

Developed IT Structures, Planning, Monitoring & Control for entire Group of 7 Division

Cloud Transformation

Replace MS Exchange with Gmail, Replace MS Office with Google Apps, Lift & Shift SAP PAAS to GCP, Replace ISA with Z-Scalar

Governance &

Compliance

ITSM Compliance, IT Regulation, IT PMO Governance

Experience

Senior IT Project Manager @ Zeropoint (Remotely - US Based)

Oct 2022 – Present

Currently working for US based company Zeropoint as Sr. Project Manager. My Role includes.

- Executes established (as mutually agreed to) policies and procedures for the project, e.g. quality assurance, team reference guide, communication plan, and setting up the environment.
- Manages (as mutually agreed to) Zeropoint resources, partners and/or customer resources and materials (equipment, supplies, stock, or consumable/perishable items) used to complete tasks in a project.
- Maintains the Master Program Plan to include at least: the Communication Plan (communications within the team and between the team and external entities) and the Team Reference Guide Plan (identifies team and external team members). In addition, maintains the Master Project Schedule.

- Stays current and involved in collecting conditions of the project relative to resources (people and optionally funding/cost), schedule (time), and features (the solution and its quality) as specified by the established project protocol. In addition, performs the process of comparing actual performance with planned performance, analyze variances, evaluate possible alternatives and take appropriate corrective action (control) as specified by the established project protocol.
- Collects, reviews and publishes project status with regard to resources (people and optionally funding/cost), schedule (time), stakeholder management, and features (the solution and its quality) that influence project performance and completion.

Freelancer IT Consultant/Program Manager (UAE)

Mar 2020 – Aug 2022 (2 years)

Worked for UAE based company ProVise Consultant as Program Manager. My Role includes.

- Business Process Documentation
- Defining futuristic requirements
- Coordinating internal & External stakeholders
- Selection of ERP implementers
- Recruitment of Developer
- Defining AS IS Architecture and TO BE state Architecture
- Suggestion automation to bring Business value
- Design & Developed 3-layer Centralized Project Management System in Microsoft SharePoint.



Executive Information Officer (Saudi Arabia)

AlKifah Holding الكفاح القابضة

Mar 2014 – Jan 2020 (8 years)

- Develop and maintain Enterprise CIO OFFICE Strategic Plan based on KHC Group strategy.
- Select Tier 1 ERP Product/Implementer for the diversified industries and drive implementation program for almost 15+ companies.
- Aligned the strategic plan with KHC, SBU, Corporate and other stakeholder strategies.
- Continuously meet with SBU CEOs, Department Managers to exchange information about information system and technology standards.
- Assess and anticipate High level IT projects (Pipe Line) and recommend appropriate action and resources.
- Develop a continuous service improvement culture within the IT service to ensure that it can continue to evolve in line with the changing business environment.
- Implement Offshore IT Division for Cost Optimization and develop policies for control management.
- Establish and direct the strategic and tactical goals, policies, and procedures for KHC to retrieve the information technology services from the service provider.
- Set the strategy for monitoring and managing the performance of IT-related systems and services, in respect of their contribution to business performance.
- Provide effective scrutiny of financial and performance data of IT business.
- Monitor the trend of performance in regards of information system and technology and suggest recommendation to improve the gaps. Developed and maintain KPI Scorecard in order to monitor the progress of CIO OFFICE and IT development.
- Engage, assist in the establishment of Group Communities and provide effective platform for the communication and collaboration.
- Develop and evaluate the wider team (both internal and external) in line with the professional development requirements for Enterprise Projects.
- Formulate and gain acceptance for annual revenue and capital budgets for IT infrastructure and corporate IT programs and monitor them to ensure corporate policies and objectives are met within financial constraints.
- Maintain the Master SLA of all IT related services with suppliers and ensuring the right quality

delivery.



IT/IS Manager (Saudi Arabia)

Al Kifah Precast Company

Mar 2010 - Feb 2014 (4 years)

- Work consistently at the executive levels of leading Al-Kifah organizations in the cooperate sector of Precast and Print Companies.
- Collaborate with an exceptional group of very intelligent, pragmatic strategy professionals.
- To manages the IT & MIS team for the organization and provide leadership and direction in relation to IT & IMS strategy.
- Planning and developing policies and procedures for carrying out computer operations. Dealing mainly in three areas of the companies;
 - Information Systems
 - Information Technology
 - Telecommunication
 - Securities
- Meeting with Managers to ensure that standard for quantity are met.
- Interpret policies, purposes and goals of the organization to the subordinates.
- Communicates internally with the management team regarding IT & MIS proposals and with all internal users, including those based remotely
- Prepares monitors and develops the IT & MIS KPI reporting in relation - computer/systems downtime, issues management processes and development work completed on time and to budget.
- Meet with managers to determine impact of proposed changes in software and hardware on computer operation and services to users.
- Developing budget of all computers and related peripherals, and monitoring the expenditure.
- Participate in decision concerning staff and promotion with IT department.
- Direct training plans of subordinates and other employees.



IT/IS Manager (Saudi Arabia)

Al Kifah Paper Products Co.

Jan 2007 - Feb 2010 (3 years 2 months)

- Developed/Managed the IT & MIS team for the organization and provide leadership and direction in relation to IT & IMS strategy.
- Planning and developing policies and procedures for carrying out computer operations.
- Dealing mainly in three areas of the companies;
 - Information Systems
 - Information Technology
 - Telecommunication
 - Securities
- Meeting with Managers to ensure that standard for quantity are met.
- Interpret policies, purposes and goals of the organization to the subordinates.
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IT/IS Supervisor + Senior Programmer (Saudi Arabia)

Al Kifah Paper Products Co.

Mar 2003 - Dec 2006 (3 years 10 months)

- Implement all strategies for all IT operations and supervise efficient working of all IT staff.
- Analyze all IT infrastructures and prepare reports to be submitted to senior management and perform research on all technological solutions.
- Provide support to all software engineering processes and assist to code all programs and design short and long term objectives for all applications and coordinate with departments to analyze all requirements and provide efficient support to all end users.
- Code, test and troubleshoot programs utilizing the appropriate hardware, database, and programming technology.
- Write and maintain programming documentation.
- Test and develop programming modifications.
- Maintain confidentiality with regard to the information being processed, stored or accessed.



Web Engineer (Pakistan)

Tohfay Pakistan

Jan 2001 - Feb 2003 (2 years 2 months)

- Developed E-Commerce Solution Tohfay.com and team in order to carry operation in all over Pakistan with the collaboration of TCS.
- Responsible for coding, testing and troubleshooting programs utilising the appropriate hardware, database, and programming technology
- Designing and developing dynamic web sites
- Maintaining a flow chart and proper documentation of modules and applications
- Interfacing with clients to discuss the requirements carrying out development in relation to required specification
- Operating the functions and delivery of orders received from tohfay.com by maintaining the records for all destinations to the country

Education



University of Liverpool

MSc, Master of Information System Management (ISM)

2007 – 2009 Master Degree in Information System Management



Karachi University

Bachelor of Science (B.Sc.), Computer Science

1996 – 2000 Bachelor of Science in Computer



Islamia Science College - Karachi Pakistan

Higher School Certificate (HSC), Pre Engineering

1994 – 1996 Join Computer Society and acts as President for one year.



Federal Public School Karachi Cantt

Secondary School Certificate, Mathematics and Computer Science

1990 – 1994 Finished School Certificate

Licenses & Certifications



PRINCE2 Foundation – Impetus



ISO 27001 Lead Auditor - Information Security Certification - Intertek
186601



JDF – Job Definition Format - Heidelberg University



Performance Technology & Management Development - AlKifah Holding الكفاح القايضة



PMP Training with Network Gate – ID # 457



Professional Scrum Master I Certification– (In Progress)



Building Competencies Systems of Leaders



Change Management Sponsor Program for Executives from Prosci



Advance Strategic Leadership Program from KTC Training & Consultancy



Microsoft Certified Professional - MCP – Microsoft 2035136

Microsoft Azure Fundamental - <https://learn.microsoft.com/en-us/training/achievements/learn.azure.intro-to-azure-fundamentals.badge?username=ToufiqueKhan-6300>

Business Conferences

SAP Select Spain

- **2018**

Robotic Process Automation Dubai Ministry of Science (UAE)

- **2019**

Gitex Dubai

- **2014, 2016 & 2018**

Management Skills

IT Strategy • Scrum Master • IT Management • Project Management • IT Service Management • ITIL • Application/Partner Selection • Team Development/Management • IT Governance/Compliance • IT Financial Management (Budget CAPEX/OPEX, Internal/External SLA) • Offshore Development • IT Service/Cost Optimization • IT Objective Mapping • Business Process • ERP Selection/Implementation/Enhancement • Business Analysis • Systems Analysis • Service Desk Management • Application Architecture • Service Desk Management

Technical Skills

Microsoft Office • Google Cloud Platform (GCP) • G-suit • Microsoft Azure • MS Project • MS Project Accelerator • Primavera • WRIKE • JIRA • PODIO • Zoho CRM • MS SharePoint • WordPress • Joomla • Google Sites • SuccessFactors • Z-Scalar • Solman • ManageEngine • SuccessFactors • Spiceworks • Web Design/Development • HTML/DHTML • MS SQL Server • MYSQL • Oracle • Dreamweaver • Classic ASP/ASP.Net • JavaScript • Exchange Server • ISA Server • IIS • Kerio Mail Server • Avaya VOIP • Feng Office etc.

List of some Key Project

RPA for Bank Reconciliation || Replace Microsoft with Google Products || SAP Implementation for the Diversified Group || Selection of ERP for Diversified Group of Companies || Telecommunication Centralization across AL-Kifah for 25+ Companies || SAP ERP Implementation across 25+ Companies || IS - MIS for Precast Industry || IT - Batching Plant Synchronization || IT - ICT Infrastructure || IT - Security Cameras for entire factory || IT - Developed Secured Wireless Network for Precast Industry || IT - Bio-Metric Installation and Synchronization with Payroll || IS - MIS for Packaging Industry || IT - Tohfay.com || IS - Account Receivable (AR) Dashboard System || IS - Customized Estimation/Revision Forms and Quotation System || IS - Detailed Attendance System linked with HR || IS - Job Monitoring & Order Confirmation System || IS - PRECAST ESTIMATION a part of CRM || IS - Production Efficiency Measurement || GPS Monitoring System for tracking and wight || ODOO Implementation

Nationality: Pakistani DOB: 5th Feb 1979

Marital Status: Married & having two kids

Current Address: Karachi, Pakistan

Reference: Upon Request