Ekhlas Mahgoub Hussein, *M.Sc., ISO 27001, ITIL Expert, SCJP, SCJWCD*
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Broad experience in IT management, payment systems, business/system analysis, software development, and Business Intelligence. Well vetted in quality management. Highly skilled at providing training and consulting services to internal employees and external banking sector's IT professionals.

Qualities and Strengths:

- IT Service Management
- IT Governance
- Consulting
- Facilitation

- Payment Systems
- Project Management
- Business Intelligence
- Quality Management and Excellence

Professional Highlights:

Khotawat Consultancy   Oct. 2019 - Present

Senior IT Consultant

Project Name: Export Development Bank's Alternative Delivery Channels
Sub-Projects:
- Mobile Payment
- Agency Banking
- e-Banking

Role: Providing IT consulting and mentoring services

Workers National Bank   Oct 2016 – Sep 2019

IT Manager

Working to confirm the adequacy and reliability and the protection of technical infrastructures, systems and efficiency of the technical staff to provide Technical services required for the conduct of its business and provide services to its customers in accordance with specified service levels, And the development of infrastructure and technical systems of the bank in line with the strategies in terms of standards and best Global practices in Information Technology

Key Contributions:
- Setting IT strategy based on WNB strategy (BSC)
- Managing mobile banking application project, including planning, piloting, execution, testing, and go-live.
- Planning and executing the IT operational plans
- Designing the Agency Banking business proposal
- Implementing the corporate IT policies
- Contributing in BC and DR plans
- Quality team member(ISO 9001)
- Designing the IT tendering procedures
- Managing contracts, including services level agreements
- Managing the bank's POS network project.

Central Bank of Sudan   2000 – Sept 2016

Section Head , Project Management Payment Systems Department   (Nov. 2015 – Sep 2016)
Oversight the banking technology projects from the early initiation stages until the implementation and sign-off, including the technical, financial, business, and HR aspects
Key Contributions:
- Designing project management policies and procedures
- Managing the banks' network security project
- Managing the upgrade of the Real Time Gross Settlement System
- Directing the integration of the private ATM/POS switches with the National Switch.

Section Head, Applications Admiration, IT Department   (Nov. 2014 – Nov. 2015)
Supervised and assured the whole operations of the software applications, including the operational procedures and quality standards.
Key Contributions:
- Implementation of the ISO 20000 standards
- Coordination of the department's capacity building program

IT Service Manager, Credit Information & Scoring Agency - CIASA   (July 2011 – Feb. 1204)
She was seconded from the central bank to CIASA to establish the service management system and implement and support the credit info applications.
Key Contributions:
- Establishment of CIASA service management procedures
- Implementation of the credit info and scoring system. This included requirements, testing, implementation, infrastructure, and customers' awareness.

Section Head, Systems Development Section   (2010 – July 2011)
Supervised the analysis, design, coding, testing, and implementation of the internally developed systems. Supervised and assured the quality of the functional and non-functional requirements for the ready-made systems. In addition to providing support to all these applications
Key Contributions:
- Implementation and support of the credit registry application
- Implementation and support of Customers Coding system
- Implementation and support of the administrative supervision system

Senior System Analyst/Developer, Systems Development Section   (2006 –2009)
Key Contributions:
- Lead the implementation team of the financial returns system.
- Preparation of several software requirements specification documents

System Analyst/Developer, Systems Development Section   (2003 –2005)
Key Contributions:
- Key member in the ERP Implementation team. Tasks included system requirements documentation, testing, and user training.
- Implementation of the banking supervision system, Defaulters Follow up System, Import System, and Loans system

System Administrator, IT Operations and Support Section _____ **(2000 – 2002)**
Key Contributions:
- Support of the Microsoft exchange Server administration and backup.
- Maintenance and support of the Debt Management and Financial Analysis System (DMFAS) - system and database administration.

Education:
- M. Sc. in Computer Science (Sudan University of Science and Technology, 2005)
- B.Sc. of Honor in Computer Science (Sudan University of Science and Technology May 2000)

Professional Certification:
- ISO 27001 Lead auditor , April 2019
- ITIL® v3 Certified Expert:
  - ITIL® v3 Managing Across the Lifecycle, Sep 2012
  - ITIL® 2011 Intermediate: Service Strategy, Jul 2012
  - ITIL® v3 Intermediate: Continual Service Improvement, Jan 2012
  - ITIL® v3 Intermediate: Service Design, June 2011
  - ITIL® v3 Intermediate: Service Operation, March 2011
  - ITIL® v3 Intermediate: Service Transition, March 2011
  - ITIL® v3 Foundation, Dec. 2008
- Certified Java Web Component Developer, Sun Microsystems, March 2008
- Certified Java Programmer, Sun Microsystems, March 2008

Tools:
- **Business Intelligence:** Microsoft Business Intelligence
- **MS-Office**: Word, Excel, Access, Power Point
- **Process Modeling Tools:** BizAgi Process Modeler, MS-Visio
- **Project Management Tools:** MS-Project