Walied Abushama

E-Payments-TS Director ⚲ Sudan, Khartoum 📞 +249 91 230 8986

Details

Email
Waleedabushama
@hotmail.com

Date / Place of Birth
Jan 1967

Khartoum

Nationality
Sudanese

Marital Status

Married

Skills

Hard-worker
Great attention to detail
Multi-tasking
Customer service
Creative thinker
Team player
Excellent communicator
Analytical thinker
Adaptability and Flexibility
Expert in e-payments systems and applications

Languages

Arabic (Native)

English (Professional)

👤 Profile

Dynamic and experienced Manager with solid experience in developing and managing largescale global banking / IT programs. Thrive on delivering tangible results, profitable growth and operational improvement in customer focused businesses.

I regard myself as an ambitious, hard working person with decision-making and leadership abilities, capable of working under pressure accepting challenges as well as appreciating teamwork.

🎓 Education

M.Sc in IT, Specialization of Information Systems Management (ISM)
2009   ⚲ **U.K.**

University of Liverpool.

Bachelor (Honors) in Business Administration
Sep 2005 – Jun 2009   ⚲ **Sudan**

ElNeelain University

Professional Certificate in IT and Computing "Honored Graduate"
Sep 2002 – Jul 2003   ⚲ **U.A.E.**

American University of Sharjah

Diploma in Information Technology
Sep 1994 – Jun 1995   ⚲ **Sudan**

Computer Man Collage.

Conferences

- **Sudan Economic Forum**
  (Financial inclusion)
  SEP.2019 –Sudan

- **Khartoum FINTECH**
  conference (NOV 2017 –
  Sudan)

- **SWIFT Singapore
  Conference** 2015
  (October 2015, Singapore).

- **GSMA Mobile Money
  Summit** 2014 (May 2011,
  Johannesburg, SA).

- **Cards conference Paris**
  2013 (November 2013,
  Paris France.)

- **SWIFT Middle East
  Regional Conference**
  (March 2007, Abu Dhabi,
  U.A.E.).

Attend Seminars

- **GEW Sudan** – Nov-
  2019 (Panelist)

- **Banking Tech Week** –
  Dec (2012-2019).

- **Organizational
  Behavior Seminar
  "**Emirates university
  Abu Dhabi May 2006".

- **IT Project
  Management Course**
  "Sep 2006" Bangkok
  University, Thailand.

Bachelor of Technology in Electrical Engineering "BTECH"
1989-1993   📍 **Sudan**

Sudan University of Science & Technology

💼 Employment History

Electronic Banking Services Co. Ltd.   📍 **Sudan**

2013	Business development Senior Engineer.
2014	CRM Manger.
2016 – To date	Customer Support Director.

Day-to-day tasks

- Planning policies and procedures
- Making decisions about the organization's priorities
- Assessing current and future business costs, risks and opportunities
- Negotiating business contracts and monitoring how these are delivered
- Making sure procedures meet legal requirements and technical standards
- Meeting regularly with the senior management team, partners and clients
- Keeping up to date with trends in IT
- Managing budgets
- Monitoring entire activities to ensure that team is delivering services according the committed SLA and manage customer's claims.
- Follow the processing of the customers service requests and the incidents.
- Make an incident prevention plan to avoid the impact of the recurrent incidents.
- Improve company services by monitoring system performance. Identifying and resolving problems.
- Preparing and completing action plans. Completing system audits and analysis.
- Managing system and process improvement and quality assurance programs.
- Prepare the company performance reports by collecting, analyzing, and summarizing data and trends.
- Guide team through problem definition, issue identification and work plan development using problem solving principles and past experience. Guide team through problem definition, issue identification and work plan development using problem solving principles and experience.
- High volume of support for interdisciplinary teams serving banking community and business partners, customer relationship management and associated service quality control.
- Facilitate disputes between EBS, telecomm operators, and financial institutions.
- Other remits involve investigating performance management procedures for team leaders.

Key Skills

- **Skilled** in change management for multi-million dollar electronic banking development programs
- **Sound** ability to orchestrate / motivate interdisciplinary management teams to achieve results
- **First-rate** analytical skills to assimilate highly complex data and create effective solutions
- Excellent interpersonal and negotiating skills to forge crucial stakeholder relations
- In-depth knowledge of current and future computing trends and technologies
- Adapt well to challenges, dynamic, resilient, and tenacious. Writing Preliminary Projects Plan (cost & schedule) Prepares Upper Levels of Work-Breakdown Schedule Obtains Resource Commitments
- Technical Roles (Systems Consultant) Technical Member of Feasibility Team Produces Conceptual Design
- Prepares Lower Levels of Work-Breakdown Schedule Prepares Resource Estimates

Acting Manager – NCR Company

Oct 2008 – OCT 2012 ⚲ **K.S.A**

- Business Development & Marketing Department
- Similar managerial remits as aforementioned, identifying and planning business and marketing strategies. Negotiated annual department financial targets, analyzing and pricing current services to attain targets. Solved budgetary issues, developed promotional plans and drove sales team to achieve objectives.
- Remits involved processing customers' pre-requisites and coordinating internal or external training programs to enhance staff performance.

Manager – NCR Company

Feb 2007 – Oct 2008 ⚲ **U.A.E**

- Spear-head multi-functional department.
- Manage and provide technical support to more than 12 staff members assigned to the front office support units.
- Collaborate with internal stakeholders to initiate / implement concrete business development strategies.
- Design effective support processes for new financial services, including ATMs payment system, e-commerce, and internet banking.
- Coordinate training programs, compile detailed reviews and plan / monitor budgets.
- Integral to review of white papers, videos and associated instructive materials used by clients and internal agencies.

I.T Deputy Manger

2000- 2006 ⚲ **U.A.E**

"Police Forces"- RAK

General Manager

1998 – 2000 ⚲ **U.A.E**

AlMasar General Trading- Ajman

I.T Engineer. ⚲ **Sudan**

1995 – 2002 Combined Harvesters and Engineering Company
1993-1998 Challenger I.T Company G.M & Founder -Sudan
1992-1993 Nokia Mobile Phones.

- **Supervises** Development of Prototype (when required)
- **Assure** that Technical Support and Service Levels Promised Happen
- **Calls** Post-Implementation Review Prepares Project Success/Failure Report
- **Act** as Feasibility Team Head during New Release Planning Assure that the Release System Procedures are followed Technical Roles:
- **Project** Leader of Release Builds
- **Act** as Warranty Person during Walk-Through Maintain Defect Records
- **Monitor** and Forecast System Quality (Functional & Technical)
- **Resolving** team conflicts through business and out business meetings
- **Computer** Programming (ORACLE –JAVA-VISUAL BASIC-HT-ML-MS Office).
- **Network** Designing and Configuration.
- **Experience** in hardware and maintenance.

❇ Courses & Workshops

Finance for None Finance
Nov 2019   📍 **Khartoum**
HR for None HR
Jun 2015   📍 **Khartoum**
ITIL Service Design
Feb 2013   📍 **Khartoum**
Business Communication Skills
May 2013   📍 **Khartoum**
Principles and Practice of Marketing - Brain Power
Oct 2013   📍 **Khartoum**
How to Deliver Project on Time - RAM Education
Feb 2012   📍 **Khartoum**
Situational Leadership Course- ICQ Center
Oct 2012   📍 **Khartoum**
ITIL 4Strategic Leader (ITIL 4SL)
July 2008   📍 **Khartoum**
ITIL Managing Professional (ITIL 4MP)
May 2007   📍 **Khartoum**
Operation Management in rich IT environments Course with comprehensive training.
Feb 2007   📍 **U.A.E, Dubai**
Dubai Government November 2006 until Feb 2007.

⚒ Training & Capacity Building

Project Management Professional   📍 **Dec 2014**
Business Writing and Presenting   📍 **Jul 2010**
Negotiation & Influencing Skills   📍 **Mar 2010**
Strategic Planning   📍 **Feb 2010**
Strategic Planning Workshop   📍 **Oct 2008**
IT Infrastructure Library (ITIL) Foundation   📍 **Jun 2008**
Security engineering   📍 **2007**
Managing Organizational Resources   📍 **2005**
Computer Communications and Networks.   📍 **2002**
Computer Structure   📍 **2001**
People, Technology, and Management   📍 **2003**
Information Technology Project Management   📍 **2002**