

# Suhayeb Jaabo

Head of IT

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## PROFILE

Digital Transformer and agile coach skilled in translating enterprise objectives into IT strategic plans, using tech in delivering significant value while mitigating risk and optimizing resources required. My expertise highlight is developing team, proposing initiatives, leading projects in Enterprise Applications, Cybersecurity, Infrastructure, Data, Services, and refining IT operations, for leading organizations in various sectors across the Middle East.

## LEARNING & DEVELOPMENT

*COBIT, CISA, CISSP, PMP, CITM, CDCP, CITM, ITIL, CIARB, CHTP, CCNA, MCSA, Startups*

Held above Internationally accredited certifications.

*Diploma in Disruptive Strategy, Harvard Online, 2023*

*Bachelor's in computer science, Jordan, 2003*

## SKILLS

Governance & Risk	Digital Transformation
Strategy Management	Portfolio Management
Project Management	Information Security
People Development	Operation Management
Infrastructure Management	Vendor Management

## ACHIEVEMENTS HIGHLIGHTS

\* Unified 70 disparate data sources into a cohesive business intelligence platform, providing data-driven insights for strategic decision-making.

\* Implemented Fleet Management System to improve quality of driving training, enhance compliance with RTA, and reduce operational cost by 62%, saving 1.5m AED annually.

\* Built IT organization for large conglomerate for WVIP in Real Estate Development, Facility Management, Hospitality.

## AWARDS

CNME's Middle East Top CIO 100 2016 & 2017

MESA's Middle East Top CISO 100, 2017

MRM's Corporate Outstanding Contribution, 2016

Movenpick's Service Excellence, 2008

CAN's IT Department of the Year, 2013

## EXPERIENCE

**Sep '22 – Now**

**IT Manager @ Juma Al-Majid Group**

**Dubai - UAE**

Highlights

Well-established conglomerate with large portfolio in Real Estate.

- Directed digital transformation initiatives for the real estate division, covering Property Development, Property Management, Facilities Management, and Hospitality business lines to streamline operations with integration with government services.
- Advised the Executive Committee on digital governance, transformation initiatives and cybersecurity, fostering an innovative culture that aligns with business objectives.
- Led cross-functional digital projects, including data-driven business intelligence, and comprehensive management systems (Yardi and JCI), driving efficiency and resilience.
- Established a cohesive digital architecture and service ecosystem for real estate verticals, optimizing workflows, data integration, and customer engagement.

**Jul '21 – Aug 22**

**Head of Technology @ zaer**

**(Remote) Dubai - UAE**

Highlights

Company that specializes in customer engagement & experience solutions

- Created a IoT-Integrated, AI powered customer engagement product using a modern technology stack, accelerating iterative development for rapid digital transformation.
- Curated a flexible technology stack from the physical to application layers, ensuring high agility in meeting evolving customer demands through seamless digital integration.
- Supported strategic planning, and competitive positioning to ensure a product roadmap that delivers impactful digital solutions.
- Provided expertise in financial modelling, budgeting, and due diligence to inform strategic decisions during investment and acquisition processes.

**Jul '17 – Jun '21**

Highlights

**Group IT Manager @ POM | Sinyar | ZMS Holdings****Abu Dhabi - UAE**

Conglomerate operates as Management Agent to clients in *Project Development, Property & Facility Management, Aviation, Professional Services* sectors.

- Designed tailored, performance-based digital governance systems for holdings with Executive Committee approval. Conducted strategic reviews and assessments presented to steering committees, aligning with digital transformation goals.
- Implemented Microsoft Dynamics 365 Finance & Operations for corporate functions and FSI Facilities Management System with BIM and Procore Tender Management, digitizing core workflows for optimized financial and facilities management.
- Established a secure, scalable digital infrastructure from the ground up, empowering over 1,500 users with agile, in-house digital services.
- Supported digital transformation in facility management at key sites, including Qasr Al-Watan, Abu Dhabi Airports, Umm Al Emarat Park, and Salama Foundation, by implementing tech-enabled solutions that improved operational efficiency.

**Sep '14 – Jul '17**

Highlights

**Group IT Manager @ Magnolia RM Investment****Dubai – UAE, GCC**

Regional Restaurant investor, franchisor, and operator sector

- Conducted a comprehensive review of I&T capabilities, risks, and resources, delivering a strategic risk-based plan. Plan designed to meet business objectives, were implemented over a 3-year period.
- Directed technology implementation and service operations for over 20 services, including the deployment of business intelligence supporting performance management for operational and experience insights in five countries.
- Spearheaded the implementation of an omni-channel contact centre and AI-based recognition system, leading to a significant enhancement in customer experience, service quality, and satisfaction.

**Dec '11 – Jul '14**

Highlights

**IT Operations & Security Manager @ Belhasa International****Dubai - UAE**

Real estate developer, Regional Market leader in driving licensing and training

- Conducted comprehensive risk-based audits across resources and processes, leading to strategic changes that increased compliance with regulatory requirements to 82%, aligning with digital transformation objectives.
- Restructured digital infrastructure across 50+ locations for eight companies, achieving 99.43% service availability while reducing connectivity costs by 265k AED annually through innovative digital connectivity strategies.
- Advised regional partner Dallah on adopting digital technologies to transform learning delivery, enhancing efficiency and innovation in the education sector.

**Aug '04 – Jul '06  
May '09 – Aug '11**

Highlights

**IT Manager @ Belle Vue Hotels****Amman - Jordan, Dubai – UAE**

Regional hospitality investor and operator for dry-hotel concept

- Led tech-implementation for 25+ business & technical services serving 500+ of customers and various departmental users.
- Initiated and led implementation of Intelligent Service Desk to achieve 24/7 service response for guests, facilitating internal operation.

**Jul '06 – May '09**

Highlights

**IT Manager @ Movenpick Hotels – Jordan****DeadSea, Petra - Jordan**

International Swiss-based hotel operator

- Reconstructed digital infrastructure and services from the ground up for three hotels, creating a streamlined and efficient technology environment that supports business transformation.
- Improved compliance levels by 64% according to the Movenpick IT Assurance & Audit Program, earning a top-10 ranking in the Middle East through strategic digital transformation efforts.
- Contributed to the global PETRA Conference of Nobel Laureates as a member of the task force, providing strategic digital support for seamless event management.

## Frameworks, Services, Infrastructure, and applications

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### Frameworks

- COBIT19 for Governance & Audit
- PMI for Waterfall Projects
- SCRUM, SAFe for Agile Projects
- NIST, CIS, NESA for Cybersecurity
- ITIL for operations

### Enterprise Resource Planning

- Microsoft Dynamics 365 F&O
- Oracle E-Business Suite R12
- Microsoft Dynamics NAV
- Infor Financials & Supply Management
- SAP Business One

### Specific-Purpose Solution

- Yardi Property Management
- FSI Facilities Management
- PioSys Project Management
- Procore Tender Management
- Oracle Opera PMS
- Microsoft CRM, HRMS, SCM

### Business Intelligence

- Microsoft Power BI Server
- Microsoft Power BI Desktop
- Custom Development
- Tableau

### IT Service Management

- ManageEngine
- Ivanti Service Manager
- SolarWinds
- SysAid
- Spiceworks

### DevOps

- Azure DevOps / Roadmap
- GitHub for Version Control
- Dockers for Containers
- Swagger for API Docs

### Data Security

- Force Point DLP
- Veeam, Veritas for Data Backup Recovery
- Netrix Audit & Discovery
- TPM for Encryption

### Endpoint/App Security

- F5, Inginx WAF
- Ivanti Service Suite
- CrowdStrike Complete
- ESET Managed Security

### Network Security

- Fortinet NGFW
- PaloAlto FW
- SonicWall
- ManageEngine

### Data Center

- Huawei Modular DC
- Huawei EnvManager
- APC Data Center Solutions
- Custom Solution for SME

### Cloud

- Microsoft Azure (PaaS)
- Microsoft 365 (SaaS)
- Huawei Cloud (G42)
- Amazon AWS
- Digital Ocean

### App Development

- .NET 3.5-7 Framework
- Flutter for Mobile Apps
- HTML5, JavaScript, VueJS
- Bulma, CSS, SCSS
- Swagger for API Docs

### Databases

- Azure Managed SQL
- Microsoft SQL Server 08-19
- Oracle 9g-12c
- PostgreSQL

### Artificial Intelligence

- Python, NumPy, Matplotlib
- TensorFlow for deep learning.
- SciKit for Data Mining and Analysis

### Business Process Management

- LucidChart for diagrams
- Nintex for Workflows.
- PowerApps for integration and growing processes.
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