

Ahmed H. Alaiady

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Professional Summary

A visionary and results-oriented Strategic Business & Technology Architect with over 25 years of experience leading enterprise-wide digital transformations, architecting complex ICT solutions, and driving business growth from concept to execution. Proven expertise in translating complex business requirements into actionable technical roadmaps, building and mentoring high-performing teams, and leveraging emerging technologies like AI and Cloud to create new revenue streams and optimize operations. A senior IEEE member and recognized community leader committed to advancing the industry and fostering innovation.

Core Competencies

Strategic & Business	Technical & Architectural	Leadership & Soft Skills
Business Strategy & Planning	ICT & Cloud Solutions Architecture (IaaS, PaaS, SaaS)	Strategic & Innovative Thinking
Business Process Automation	Enterprise Resource Planning (ERP) - SAP	Leadership & Team Management
Go-to-Market Strategy	Systems & Network Integration	Stakeholder Communication
Project & Operations Management	IT Security & DDI (DNS, DHCP, IPAM)	Creative Problem-Solving
Business Case Development	Virtualization & Cloud Migration (OpenStack)	Adaptability & Change Management
Revenue Growth & Market Analysis	AI & Automation Implementation	Conflict Resolution & Mentoring

Professional Experience

Chief Business Officer | AlRaed | *2022 - Present*

- Cultivated long-term client relationships, ensuring satisfaction and loyalty while identifying new business opportunities through industry trend analysis.
- Led comprehensive business development strategies to drive revenue growth and enhance brand visibility at industry events.
- Coordinated organizational collaboration for partnership activities, managing and nurturing both new and existing partner relationships.
- Guided and supervised business development and relationship teams, leveraging CEO and Board support for strategic initiatives.

ICT Business Solutions Architect | Cloud Technology | *2020 - 2022*

- Served as a Product Owner, ensuring accurate interpretation of business needs throughout the development lifecycle and creating frameworks for user-centric solution proposals.
- Collaborated with C-suite executives (CEO, CTO, CIO) to define the vision for the Cloud Technology suite of products and services.
- Communicated complex technical concepts to non-technical stakeholders through storyboards, prototypes, and interactive design techniques.

IT Infrastructure Manager | Tishknet Internet Services | *2017 - 2019*

- Managed the entire lifecycle of core IT infrastructure, including servers, voice, and network nodes, ensuring proactive management to prevent issues.
- Produced robust infrastructure designs to meet business requirements through effective system integration and proactive capacity monitoring.
- Evaluated the production readiness and supportability of complex systems, identifying and resolving issues to ensure operational excellence.

System Administration & Services Leader | Tishknet Internet Services | *2016 - 2017*

- Led infrastructure management to enhance system availability and reliability, analyzing service and component performance to meet targets.

- Provided and managed service integration for Value Added Services (VAS) such as OTT, CCTV, and VOIP systems.
- Oversaw the workmanship of sub-contractors, implemented quality control measures, and managed the migration of server and storage hardware.

IT Infrastructure Admin | Tishknet Internet Services | *2015 - 2016*

- Designed and planned new Contact Centers and Cloud Services for Value Added Services, preparing and developing new business models for implementation.
- Performed IT infrastructure design, expansions, system integrations, and high-level troubleshooting for data centers.

Professional Systems Engineer | Technology Partners FZ LLC | *2013 - 2015*

- Managed the TPFZ Iraq Server environment (Windows/Linux) in a $24/7$ setting, taking responsibility for configuration management and operational readiness.
- Provided expert troubleshooting and fault-finding services for complex system problems, executing changes according to established processes.

IT Consultant | ACDI/VOCA | *2013 - 2014*

- Provided managerial oversight for IT staff, assisted with the procurement of IT equipment, and offered technical consultancy for program staff.
- Configured, installed, and maintained network infrastructure in new and existing office locations, ensuring proper preventive maintenance of server and internet systems.

IT Manager | ACDI/VOCA | *2012 - 2013*

- Led and managed the IT team, providing supervision, guidance, and mentoring to encourage effective teamwork and ensure compliance with all IT operating procedures.
- Ensured problems were defined, analyzed, and resolved in line with problem-management and timely decision-making processes.

Intelligent Network Engineer | Asiacell for Telecommunications | *2008 - 2012*

- Developed and maintained custom scripts (Shell/C++) to increase efficiency and automate tasks on IBM AIX UNIX Servers.

- Managed billing-related services and created new scratch card and SIM information on the IBM Informix database.
- Monitored network connectivity for billing department servers and cooperated with other departments on daily and night operations.

Founder | Academe Center for Information Services | *2004 - 2008*

- Founded and managed a full-service IT company, providing internet solutions, hardware/software sales, and technical training.
- Designed and developed internet service systems (DNS, DHCP, NTP) and installed services for home users and net cafes.
- Recruited, trained, and managed all company staff, handling all customer inquiries and support up to the 3rd level.

Net Café Manager | Wасы Internet Center | *2007 - 2008 (Concurrent Role)*

- Managed all operational aspects of an internet cafe, including service installation, budget management, and staff incentives.
- Maintained expenses below budget through accurate planning and waste reduction, and implemented employee incentive programs.

Education

Master of Science, Information Systems Engineering | Sakarya University | *2020 - 2025 (Expected)*

Master of Information Technology | St. Clements University | *2008 - 2011*

Bachelor of Science, Software Engineering | Northern Technical University - NTU/Iraq | *2000 - 2004*

Professional Development & Certifications

- **Leadership & Management:** Certified Leadership Practitioner, Certified Planning Specialist, Managerial Leadership Training Diploma, PMP, Professional Scrum Master

- **Data Science, AI & Cloud:** Machine Learning for Business, Data Science and Machine Learning Capstone, Big Data Analytics, Business Intelligence for IoT, Red Hat Enterprise Virtualization
- **Business & Strategy:** Comprehensive Marketing Training Diploma, LEAN Foundations Professional Certification, 5G Strategy for Business Leaders, ITIL4 Foundation

Leadership & Community Involvement

IEEE (Institute of Electrical and Electronics Engineers)

- **Iraq Section Treasurer** | *2023 - Present*
- **Iraq Section Vice Chair** | *2019 - 2022*
- **Iraq Section Membership Development Officer** | *2017 - 2019*
- **Iraq Section Secretary** | *2015 - 2017*
- **Senior Member** | *Since 2016*

Key Contributions & Awards:

- Led the establishment of the IEEE Computer Society - Iraq Chapter (2019).
- Organized and lectured at numerous national and international conferences and student workshops.
- Recipient of the IEEE Outstanding Professional Member Award (2017 & 2019).
- Key member of the team that received the IEEE Outstanding Section Golden Award (2019) and Silver Award (2017).