

Walied Nuri Osman Mukhtar

MSc Distributed Information Systems

BSc Computer Science with Business Information Engineering

Dubai, UAE | +971508043978 | Walied.Mukhtar@gmail.com | www.linkedin.com/in/waliedn | British National

SUMMARY

- Accomplished Software Development and QA Professional with over 18 years of experience in software design, development, and optimization projects across Europe, North Africa, and the Middle East.
- Proficient Solutions Architect with over 10 years of hands-on expertise in crafting and refining payments and banking ecosystems to align with strict benchmarks in performance, cybersecurity, and scalability.
- Information Technology Professional with experience in managing IT operations, overseeing large teams, tier-3 data centers, huge networks, strict security and compliance, and 24/7 service availability.

WORK EXPERIENCE

Syber Group, Sudan - Egypt - UAE - Rwanda

Nov 2022 – Present

Chief Software Development Officer CSDO

- Direct software development projects at a regional Fintech, overseeing a team of 15+ engineers, steering the development of Android and iOS Payments and Banking Apps, and Java Spring Enterprise Platform.
- Enhance software quality in a continuous integration and continuous delivery CI/CD environment, ensuring adequate resources and tools for analysis, design, testing, performance and security assessments.
- Acted as the solution architect for an in-house Omni-Channel Platform, enabling banks to deliver customer services via mobile/web frontends, and integrating with core banking system via microservices backend.
- Managed the implementation roadmap of an Odoo Enterprise ERP, leading requirement gathering, gap analysis, implementation (Finance, Sales, Inventory, and Purchase modules), UAT, training, and go-live.
- Orchestrated the implementation of major enhancements on a Super App, catering to over 1,000,000 consumers and merchants, facilitating eKYC onboarding, transfers, payments, and QR purchases.

Elnefeidi Group, Sudan - Cameroon - UAE

May 2021 – Nov 2022

Group IT Director

- Led 5 IT units for a well-established multimillion dollar group, overseeing IT operations across 15+ companies in Sudan, Cameroon, and the UAE, improving the IT Infrastructure, Security, and Governance.
- Orchestrated a significant digital transformation initiative achieving processes automation and IT upgrades.
- Supervised the project of a Dynamics 365 BC, overseeing the implementation (Finance, Supply Chain, Warehouse Management, Fleet Management, and Service modules), training, UAT, and go-live support.

Faisal Islamic Bank (FIB), Sudan

Feb 2019 – May 2021

IT Director

- Managed 70+ information technology engineers at one of the leading commercial banks in North Africa, overseeing the restructuring of the IT department to enhance operational efficiency and services quality.
- Directed upgrades for Core Banking System, handling 500,000+ daily transactions. Enhanced functionalities, performance, and security to safeguard data confidentiality, integrity, and availability.
- Headed the DevOps team for a Mobile Banking Platform launch, introducing new app features, enhancing functionality, security, user experience, customer satisfaction, and boosting financial inclusion by 500%.
- Supervised the implementation of an Anti-Money Laundering (AML) system, overseeing compliance automation, digitalizing onboarding procedures, and monitoring over 500,000 daily transactions.
- Directed the security team in auditing firewalls, networks, domains, emails, and applications. Oversaw the development, implementation, and monitoring of security policies and end-user awareness sessions.

Electronic Banking Services (EBS), Sudan**Mar 2018 – Dec 2018****Software Development & QA Director**

- Directed 25+ developers and QA engineers at a subsidiary of the Central Bank, overseeing operations for the National Payment Switch, Mobile Payment Platform, and Electronic Check Clearing system.
- Enhanced the software development life cycle (SDLC) practices, streamlining release management, change management, incident management, and establishing Key Performance Indicators (KPIs).
- Implemented quality assurance automation tools (JMeter, Selenium), reducing test execution time by 50%.

Electronic Banking Services (EBS), Sudan**Dec 2015 – Mar 2018****Software Development Manager**

- Mentored a team of 15+ developers specializing in backend integrations development, utilizing Agile methodology with a technology stack including Java Spring, Hibernate, and Oracle Database.
- Generated business requirements documents (BRD), software requirements specifications (SRS), and application architecture for 10+ projects. Guided teams in Waterfall, Kanban and Scrum frameworks.

Electronic Banking Services (EBS), Sudan**Jun 2013 – Dec 2015****Senior Software Engineer**

- Led the technical implementation of a Fees Module, orchestrating the development of complex fee models for 10+ banks. Designed for scalability, the module has been successfully operational for over 10 years.
- Architected a Bill Payment Gateway, managing 2 million daily transactions. Achieved interoperability by integrating 12 banks with bill providers (utilities, telecoms, government entities) through a unified API.

Zain Telecommunications, Sudan**Sep 2011 – Jun 2013****Enterprise Applications Specialist**

- Led a major system upgrade on the Ticketing Systems, used by all internal staff to record customer inquiries, complaints, and requests, introducing new features and reducing reports generation time
- Developed a Corporate CRM integrated with the Billing System, empowering 50+ Account Managers to oversee corporate profiles, contacts, contracts, revenues, and schedule weekly client visits and events.

Lumison Ltd, Edinburgh, UK**Dec 2006 – Aug 2011****Lead Application Developer**

- Executed enhancements of a PHP and MySQL-based CRM, serving 200+ users. Features include Customer Management, Ticketing, Automatic Services Provisioning, Monitoring, and Notifications.
- Developed internal/external websites, deploying and customizing Drupal CMS using HTML/CSS.

EDUCATION

- **MSc Distributed Information Systems** **Sep 2006**
Heriot-Watt University, Edinburgh, UK
- **BSc Computer Science with Business Information Engineering (Hons)** **Jun 2005**
University of Hull, Hull, UK

ATTENDED COURSES

PRINCE2 Foundation | ITIL Foundation | CBAP | Mini MBA | SOA | Moving from Professional to Management

SOFT SKILLS

Strategic Thinking | Decision Making | Communications | Leadership | IT Project Management

Languages

Arabic (Native) | English (Fluent).