

Rami Al-Fayyumi

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IT MANAGER | PROJECT MANAGER | AZURE SOLUTION ARCHITECT | DIGITAL TRANSFORMATION | CLOUD SOLUTIONS | FINTECH

Objective Results-driven IT Manager, IT Specialist, and Project Management Leader with 15+ years of experience (20+ years including leadership roles) delivering technology strategy, digital transformation, and measurable business outcomes across manufacturing, telecom, and financial sectors. Holds a Bachelor's Degree in Computer Science with strong qualifications in network security, servers, and multi-site IT operations. Proven track record in ERP implementations, cloud solutions, SQL development, and enterprise IT management.

Certified PMP®, ITIL® 4, Azure Solutions Architect Expert, with exceptional analytical, critical thinking, and communication skills. Highly detail-oriented and organized, able to lead cross-functional teams or work independently to deliver reliable, scalable, and secure technology solutions. Committed to driving results, optimizing systems, and ensuring excellent customer and stakeholder experiences.

CORE COMPETENCIES

Technical, Cloud & Enterprise Leadership Expertise

- **IT Operations, Enterprise & Cybersecurity Leadership**
Lead day-to-day IT operations ensuring high availability, stability, performance, and service continuity. Oversee enterprise architecture, IT governance, policies, asset management, budgeting, and cost control. Implement and manage cybersecurity frameworks including SIEM, endpoint protection, firewalls, vulnerability management, DR/BCP, and regulatory compliance while conducting ongoing risk assessments to ensure secure and resilient operations.
- **Project, Program & Portfolio Management**
Manage end-to-end delivery across projects and portfolios using Agile, Scrum, Waterfall, and Hybrid methodologies. Own project planning, budgeting (up to \$2M), burn-rate tracking, resource forecasting, executive reporting, and vendor management. Lead RFPs, contract negotiations, and stakeholder engagement to ensure timely delivery of technical and business outcomes.
- **Cloud Architecture & Multi-Cloud Management**
Design and implement scalable, secure cloud solutions across Azure, AWS, and GCP. Expertise in Azure IaaS, PaaS, and SaaS, including computer, networking, storage, identity, integrations, monitoring, cost governance, and high availability. Lead cloud migrations, DevOps/CI-CD pipelines, Infrastructure-as-Code (ARM, Bicep, Terraform), microservices, Kubernetes, Docker, backup and storage strategies, API integrations, and performance optimization.
- **Enterprise Infrastructure & Virtualization**
Demonstrated expert-level administration across VMware, Hyper-V, and AHV, with strong knowledge of VMware SRM, vSAN, and enterprise virtualization technologies. Hands-on experience with Windows, Linux, and Solaris operating systems, Active Directory, Exchange Server, network infrastructure, and enterprise platforms including SAP and Oracle ERP.
- **Cybersecurity, Risk & Compliance Governance**
Enforce information security policies and secure-by-design practices aligned with PCI-DSS, GDPR, NIST, and regulatory standards. Conduct security risk assessments, oversee vulnerability remediation from scans and penetration tests, validate new IT and cloud initiatives, and ensure third-party security compliance. Provide executive-level reporting on security posture, incidents, and risk treatment plans.
- **Digital Transformation & Process Automation**
Define and execute multi-year digital transformation roadmaps. Drive cloud-first adoption, RPA and AI-enabled workflows, process optimization, and data maturity improvements. Lead change management initiatives and introduce emerging technologies (AI, ML, IoT, FinTech platforms) while ensuring alignment with security, compliance, and business objectives.
- **Data, Integration & Analytics**
Design end-to-end data and integration architectures using Azure Data Factory, Logic Apps, Functions, Event Hub, Service Bus, and API Management (REST/SOAP). Build BI dashboards and analytics solutions with Power BI, ensure data governance and quality frameworks, and enable data-driven decision-making across the organization.
- **FinTech, Payments & Customer Experience**
Lead development and enhancement of digital financial solutions including e-wallets, mobile money, payment gateways, and core banking integrations. Ensure compliance with Central Bank regulations, AML/KYC, PCI-DSS, fraud detection, and data security. Optimize customer experience through secure onboarding, seamless transactions, and scalable digital banking services.

- **Stakeholder Engagement & Executive Leadership**

Act as a trusted advisor to executives, clients, and cross-functional teams. Manage client security and technical inquiries, support security awareness programs, mentor teams, and deliver clear executive communication and presentations.

Strong experience integrating enterprise systems with CRM and contact-center platforms to support large-scale, secure, customer-centric solutions.

Tools & Platforms

Azure, AWS, GCP | Kubernetes | Docker | DevOps/CI-CD | ARM, Bicep, Terraform | SIEM | Power BI | SQL/NoSQL | Jira | MS Project | Asana

Languages

- **English:** Advanced (Professional Working Proficiency)
- **Arabic:** Native / Fluent

EDUCATION

University of Petra, Jordan, Bachelor's in Computer Science

EXPERIENCE

DevoYard, Jordan

Jun 2021 - present

IT Project Manager / Digital Payments – Orange Money, Amman

Responsibilities:

- Directed end-to-end planning, execution, and delivery of Orange Money programs, achieving 100% compliance with Central Bank regulations, AML/CFT, and data privacy requirements while aligning initiatives with strategic business objectives.
- Controlled scope, schedule, resources, and a \$500K+ budget, delivering 100% of mobile money releases on time, enabling expanded access to digital financial services.
- Coordinated 15+ stakeholders across IT, Finance, Operations, Customer Care, Compliance, Security, and Marketing, ensuring seamless cross-functional execution and zero critical delivery escalations.
- Oversaw integration of Orange Money platforms with billing systems, CRM, payment gateways, and 5+ banking partners, maintaining 99.9% transaction accuracy and system reliability.
- Performed proactive risk assessments and issue management, reducing high-severity incidents by 40% and strengthening platform security and availability.
- Directed UAT, system validation, and production readiness, sustaining >99.9% service availability for mission-critical digital payment platforms processing 1M+ transactions per month.
- Managed vendor relationships and delivery commitments, ensuring 100% compliance with technical and functional requirements while optimizing cost and service quality, contributing to 15% cost efficiency gains.
- Supported the Head of EPMO in defining enterprise project strategies, translating strategic goals into 10+ actionable initiatives aligned across multiple departments.
- Drove EPMO maturity enhancement, enforcing Project Delivery Framework standards and increasing PM artefact compliance (PCD, Business Case, Charter, Risk/Issue Logs) from 60% to 95%.
- Ensured adherence to enterprise policies, SOPs, and governance standards, recommending and implementing process improvements that reduced audit observations by 30%.
- Oversaw quality assurance and benefits realization, identifying underperforming initiatives and executing corrective actions that improved target achievement rates by 20%

Jordan Aluminum Extrusion Company. IT Manager –

Jun 2021 - 2024

Enterprise Operations & Digital Transformation, Amman

Responsibilities:

- Directed enterprise IT operations across multi-site manufacturing and corporate environments, sustaining 99.8%+ system availability, operational resilience, and business continuity aligned with Saudi Vision 2030 digital transformation objectives.
- Delivered an organization-wide ERP transformation, standardizing 85% of core business processes, strengthening data governance, and enabling faster, data-driven executive decision-making.
- Accelerated digital transformation and automation programs, driving a ~70% productivity increase by streamlining workflows, integrating systems, and eliminating manual intervention.
- Established enterprise cybersecurity and information security controls, including Zero-Day Protection, DLP, and network segmentation, achieving 100% compliance with national cybersecurity frameworks and internal risk governance.
- Architected redundant cross-border connectivity between Amman and Dubai, achieving zero downtime for mission-critical services through proactive monitoring and BCP/DR execution.
- Optimized vendor strategy and commercial governance, negotiating contracts that generated \$100K+ in annual savings while improving service quality and SLA compliance.

Company Enterprise Operations, Amman

Responsibilities:

- Directed IT operations across 4 companies and 9 branches, sustaining >99.8% system availability, operational resilience, and business continuity in support of Vision 2030 digital transformation objectives.
- Defined and executed annual IT strategy, operating plans, and governance frameworks, ensuring 100% alignment with corporate goals, compliance requirements, and enterprise risk management standards.
- Orchestrated multi-stream technical initiatives across infrastructure, applications, and security teams, achieving 100% on-time delivery through effective resource allocation and execution discipline.
- Optimized procurement and vendor governance for software, hardware, and IT services, delivering measurable budget efficiencies and consistent service quality improvements.
- Standardized and documented enterprise IT systems supporting high-volume production environments, improving system reliability and cross-business operational consistency.
- Managed software development and infrastructure programs as Project Manager, maintaining full budget control, priority alignment, proactive risk mitigation, and strict deadline adherence.
- Proactively monitored and resolved issues across servers, operating systems, and network infrastructure, maintaining >99.8% uptime for mission-critical platforms.
- Administered and evolved enterprise infrastructure platforms including Active Directory, DNS/DHCP, Exchange (2010–2016), SQL Server (2005–2012), and network architecture, ensuring secure and scalable operations.
- Enforced enterprise cybersecurity controls—including Zero-Day Protection, DLP, and access governance—achieving 100% compliance with national cybersecurity and industry standards.

CERTIFICATIONS

- **Azure Administrator**, Microsoft
- **Azure solution articles expert**, Microsoft
- **PMP**, PMI
- **ITIL V4**, ITIL
- **CCNSP Certificate Network security Professional**, Cyberoam

AWARDS

ITSAF, worldwide

Nov 2004

Featured in a local newspaper in 2004 for creating a .NET-based sound editor software with waveform visualization and audio processing capabilities

