

MOHAMED YUSUFF S

IT MANAGEMENT | ERP & DIGITAL TRANSFORMATION | INFRASTRUCTURE | GOVERNANCE

Abu Dhabi, UAE | +971 56 570 0477 | yusuff_it@hotmail.com | mohamedyusuff.com |
linkedin.com/in/mohamed-yusuff-s-156a2574

PROFESSIONAL SUMMARY

IT management and digital transformation professional with **15+ years of progressive experience** across enterprise applications, infrastructure, service delivery, security, and business systems. Current responsibilities include serving as an acting IT lead, overseeing **7+ concurrent strategic initiatives**, and combining hands-on technical depth with IT budgeting, vendor coordination, SLA-driven support, audit readiness, business continuity, and cross-functional stakeholder leadership.

15+ YEARS IN IT	7+ CONCURRENT PROJECTS	4 ERP FUNCTIONS
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CORE COMPETENCIES

IT Strategy & Governance: IT budgeting, ITIL service delivery, SLA management, audit readiness, risk and continuity	ERP & Business Systems: Epicor Kinetic, BPM, BAQ, application governance, reporting, security and audit
Infrastructure & Cloud Operations: Windows, Linux, Azure, Microsoft 365, SharePoint Online, private cloud	Data & BI: SQL Server, SSRS, Power BI, Epicor EDA and Phocas Analytics
Leadership & Delivery: Portfolio delivery, vendor coordination, stakeholder management, change and user adoption	Integration, Automation & AI: REST APIs, Azure SSO, HRMS, Power Platform, n8n, local LLMs and RPA

PROFESSIONAL EXPERIENCE

IT / Business Consultant (Acting Lead) Feb 2023 – Present
EMDAD LLC | ABU DHABI, UAE

- Oversee a portfolio of **7+ concurrent transformation initiatives**, aligning business priorities, technical resources, implementation partners, schedules, risks, and delivery outcomes.
- Partner with the IT Manager on **annual IT budget preparation**, consolidating planned technology expenditure and maintaining budget data in **Phocas Analytics** to support financial oversight and informed decisions.
- Drive SLA-focused ERP and IT service delivery, maintaining short turnaround times and consistently completing requests within agreed service levels through clear ownership and stakeholder communication.
- Strengthen IT governance by automating Epicor onboarding and offboarding and coordinating Deloitte audit requirements, including access controls, evidence, audit trails, documentation, and responses.
- Led the migration of physical Epicor application and SQL environments to private cloud infrastructure, maintaining system monitoring, database maintenance, operational resilience, and business continuity controls.
- Lead enterprise application improvements spanning UAE e-invoicing, Effigo Procure-to-Pay, the Blanket Contract module, and EMJEL oilfield ERP workflow and reporting support.
- Designed and delivered **4 high-value Epicor workflow enhancements** across procurement, logged invoices, PO approvals, and revisions, including BAQs, BPMs, reporting, security, and audit controls.

Business Analyst Jan 2022 – Feb 2023
EXEED INDUSTRIES | ABU DHABI, UAE

- Managed the Epicor Classic-to-Kinetic transition, coordinating technical delivery, change management, and user adoption while minimizing business disruption.
- Directed **2 enterprise integration projects**—Host-to-Host banking and Zeta HRMS—connecting finance and payroll to reduce duplicate entry and improve transaction flow.
- Advised stakeholders across **4 core business functions**—CRM, Supply Chain, Production, and Finance—translating operational needs into effective ERP solutions.

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PROFESSIONAL EXPERIENCE CONTINUED

IT Support Engineer

Mar 2021 - Dec 2021

ADYARD ABU DHABI (ALTRAD) | ABU DHABI, UAE

- Supported an enterprise transition across 3 connected migration areas - systems, Active Directory, and domain services - during the Adyard-Altrad integration.
- Established IT service management workflows and configured ManageEngine templates for Incident, Change, and Problem Management, improving standardization, routing, governance, and resolution tracking.
- Improved operational efficiency by implementing SharePoint workflows and digitizing business forms with Microsoft Power Automate and Nintex.
- Governed on-premises Active Directory, file servers, project IT assets, inventory, and Assai EDMS configurations.

IT & Epicor Technical Support Engineer

Dec 2017 - Mar 2021

GEMACO INTERIORS | ABU DHABI, UAE

- Managed business-critical Epicor application and SQL database servers, Active Directory, file and NAS servers, firewall configuration, backups, and preventive maintenance.
- Delivered ERP service and user support across 3 operational functions - CRM, Supply Chain, and Service - helping maintain reliable day-to-day operations.
- Developed BAQs, BPMs, and C# customizations for Epicor Classic forms to convert business requirements into controlled system improvements.

Early Professional Experience

2011 - 2017

HARDWARE ENGINEER -> L1 SUPPORT -> SYSTEM ADMINISTRATOR -> SOFTWARE DEVELOPER

Built broad operational foundations across four technical disciplines, spanning business systems, end-user support, infrastructure, application development, attendance systems, and CCTV. Also delivered practical IT training to college students, demonstrating the communication and coaching skills needed to make technical concepts accessible.

INDEPENDENT PRODUCT PROJECT

Founder & Solution Architect | StudCare

Ongoing

STUDCARE.COM | INDEPENDENT PRODUCT

- Direct the strategy, architecture, and development of a multi-tenant, multi-branch education management platform covering admissions, enquiries, attendance, fees, parent services, reporting, and operational workflows.
- Established platform governance through role-based access control, tenant and branch data isolation, configurable workflows, dynamic fields, notifications, document templates, and audit controls.
- Applied prompt engineering, vite coding, and AI-assisted development across requirements analysis, architecture, prototyping, testing, and delivery.
- Own the end-to-end product lifecycle, including business analysis, roadmap decisions, solution design, security, deployment, and production support.

EDUCATION

MBA, Artificial Intelligence & IT Management

Chandigarh University | Completed with 91.6% - Awaiting convocation

B.Tech, Information Technology

Anna University | 72%

CERTIFICATIONS & PROFESSIONAL TRAINING

Training Completed

PMP certification training

Certifications & Credentials

ITIL Foundation Version 5 (GR428017507MS)
Effective 05 Aug 2026 | Renew by 05 Aug 2029
Six Sigma Yellow Belt (XS-45678-2023)
Digital Transformation Specialist (Simplilearn)
Microsoft Power BI (Alison)
CompTIA A+ / N+ | MCITP | CCNA

TECHNOLOGY KEYWORDS

IT Governance - IT Budgeting - SLA Management - ITIL - Vendor Management - Project Delivery - Business Continuity - Audit Readiness - Epicor Kinetic ERP - SQL Server - Power BI - Phocas Analytics - Microsoft Azure - Microsoft 365 - SharePoint Online - Active Directory