

# Abdul salam al khulaifi

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URL <http://ae.linkedin.com/in/abdulsalamalkhulaifi>

## MANAGEMENT CONSULTANT

Business Developer, Business Process Reengineering, ARIS Architect, Project management Professional(PMP), Quality Management, Prince2, ITIL, COBIT, , researches, Training, Strategic and Performance Management, Balanced Score Cards, Business Process Improvement, Leading Practise Specialist

### Summary of Qualifications

An independent consultant with hands on experience in business development, business process modelling and improvement, business process reengineering, Project Management (Prince2 and PMBOK), change management, transformation Programs, strategic planning, performance management, Governance, ISO standards, business integration, governmental accounting policies and procedures, process Integration, and training design and delivery. Expertise in the redesign, improvement, and development of support services (procurement, HR, ICT, PR and communications, accounting and Finance, legal affairs, facilities management), strategic planning, Governance, PMO, Marketing, performance management, operational improvement, and customer services processes for various work-streams.

Superb written communications, interpersonal and organizational skills. Possess a high degree of motivation and initiative with a track record of delivering to demanding timescales and responding well to pressure situations. Analytical and research skills which had been gained through experience and through the master degree (UK - research based). In addition to an intensive knowledge in strategic planning, performance management, Governance and Committees structure, operational improvement, procurement, HR, ICT, PR and communications, accounting, legal affairs, and facilities management

### Technical Skills

- ARIS Business Architect
- ARIS Process Automation Architect
- ARIS Business Publisher
- ARIS Process Governance
- ARIS Mashzone
- ARIS Process mapping and modeling
- MS office Package
- Minitab, Peachtree
- Adobe Photoshop
- Dreamweaver
- VB, Java, and HTML
- MS Project and MS Visio

### Areas of Expertise

- Policies and Regulations
- Process Modeling and Mapping
- Change Management
- Balanced Score Cards
- Human Resource Management
- Strategic/Tactical Planning Implementation
- ISO Standards
- Information Security Management System (ISMS)
- SWOT&PESTLE Analysis
- Project Management
- Business Process Optimization
- Customer Profitability Analysis
- Train the Trainer
- Performance Management / KPIs
- Competencies & Job Descriptions
- ITIL

### Achieved Qualifications

2011	▪ <b>Project Management Institute - PMI</b> ➤ <b>Project Risk Professional – (PMI-RMP)</b>
2012	▪ <b>TÜV Rheinland</b> ➤ <b>ISO 27000 Lead Auditor – Information Security Management System - ISMS</b>
2011	▪ <b>Information Systems Audit and Control Association - ISACA</b> ➤ <b>The Control Objectives for Information and related Technology – COBIT</b>

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2011	▪ <b>Project Management Institute - PMI</b> ➤ <b>Project Management Professional – PMP</b>
2011	▪ <b>Prince 2</b> ➤ Prince 2 certificate
2010	▪ <b>British University in Dubai</b> ➤ Strategic Planning Intensive Course
2009	▪ <b>University of Dundee, UK</b> ➤ MSc Accounting and Finance - Research on Social responsibilities in Islamic Banks in the gulf
2008	▪ <b>University of Sharjah, UAE</b> ➤ BSc Accounting –Minor: Management Information Systems

## Qualifications in the pipeline

2013	▪ <b>American Society for Quality - ASQ</b> ➤ Certified Quality Manager/Org. Excellence – CQM/OE – ASQ
2013	▪ <b>Six Sigma – Green belt</b> ➤ Case study – Active

## Professional Accomplishments

### KPMG UAE, Qatar, and Bahrain (1 year – 1 month)

#### Multiple Projects in Qatar and Bahrain (present )

Working as a Senior Consultant for KPMG in Qatar to develop the business, plan and execute projects, manage teams, ensure the best utilization of resources, and Provide pricing and costing for each project.

In addition to that, act as the technical Senior consultant in various related projects by developing and reviewing policies and procedures in support services areas (including but limited to ICT, Finance, Procurement, HR, PMO, Marketing, and various workstreams), reviewing regulations, attending meetings, workshops, approve deliverables and follow up the progress of agreed obligations with all parties/stakeholders to ensure the highest level of professionalism and corporate reputation.

#### Department of Finance – ISO 9001 Process Implementation project

Worked on a Project for the Department of Finance, particularly on the development of the Quality Management System(QMS) from scratch, As part of KPMG, worked as an ISO9001:2008 consultant for Strategic planning, performance management, Project Management Office, and Organisational Excellence sections.

The work involves, analysing the As Is Processes and procedures, analysing the gap and bridging it, Improving the current practices based on leading practice researches (To Be processes and procedures), assigning and clarifying responsibilities and management commitment, developing the whole set of documents required by the ISO, designing and implementing the management review and the internal audit procedures. The outcome of the project is to get the ISO 9001:2008 certification, and to lead DoF to a continual business improvement cycle.

#### Abu Dhabi Tawteen Council – ITIL process improvement project

Worked on a Project for Abu Dhabi Tawteen Council, particularly on the development of new practices, Policies and Procedures based on ITIL and CoBiT to ensure the organisation has an effective IT Department. As part of KPMG, working as a team lead and an SME for the service delivery & the governance batches of processes; designing, Training on, and implementing leading practice processes.

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The work involves , conducting researches, analysing and developing processes and supporting material based on leading practice research. The outcome of the project is a customised leading practices invoked in business processes, policies, and procedures, that includes forms and templates.

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## **Mouchel Management Consulting (1 year – 8 month)**

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### **Abu Dhabi Municipalities – Business Process Reengineering Programme**

Worked on a full BPR cycle project, particularly on the development of new practices at Al Ain Municipality to ensure the organisation has an effective Support Services Division. As part of Mouchel's BPR work in Municipal Government in Abu Dhabi. Working as an ARIS Architect, SME and with SME's as a deputy Workstream lead designing, Training on, and implementing leading practice processes in a number of areas including: *performance management, operational improvement, procurement, ICT, PR and communications, accounting, legal affairs, and facilities management.*

The work involves , conducting researches in strategic planning for Abu Dhabi city, analysing and developing processes and supporting material based on leading practice research. The outcome of the BPR programme will be new customer-focused business processes, developed employee capability and recommendations for continued improvements.

### **Abu Dhabi Municipality – Re-Archiving Project**

Worked on re-Archiving the land registration at Abu Dhabi Municipality to ensure the archive has an intelligent and improved archiving system. As part of Mouchel's land registration project, worked with other consultants developing and implementing the archiving methodology.

The work involves developing and conducting archiving methodology. The outcome of re-archiving project was a customer oriented archive that contains more than 90,000 files, a computerized archiving system, and recommendations for continuous improvement.

### **Abu Dhabi Municipalities – Land Registration Audit Project**

Worked on auditing land registration files for the largest area in the city at Abu Dhabi Municipality to confirm the information held is accurate. As part of Mouchel's land registration project, worked with other consultants and lawyers retrieving and auditing documents.

The work involves retrieving documents from different archives, ensuring consistency, and auditing these documents. The outcome of land registration programme was an accurate and transparent information with no deceive

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## **Independent Consultant (3 years – 5 months)**

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### **AWTAD management consultancy – Owner**

AWTAD Management Consultancy is a dedicated consulting firm that provides expertise in Project Management, Risk Management, Processes, Policies and Procedures, IT Governance and Service Management, Support Services

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Process Integration, Human resources and Procurement leading practices, organization restructuring, Business Process Reengineering, Quality and ISO standards, Change Management, Sales and Business development.

## **Change Management International – Multiple projects**

Worked as a manager for Change Masters International (CMI) to develop the business, plan and execute the projects map for all projects, report areas for improvements and ensure excellence in all operations of CMI consultancy related activities, ensure the best utilization of resources, Provide pricing and costing for each project, prepare and monitor the strategy of CMI for the next 5 years, re-structuring CMI as per best practices, implement KPIs for each of CMI centres.

In addition to that, act as the technical advisor in all CORE related projects by attending all meetings and follow up the progress of agreed obligations with all parties/stakeholders to ensure the highest level of professionalism and corporate reputation.

## **Al Ain Municipality – ARIS Process optimization project**

Worked on a Project for Al Ain Municipality, particularly on the supporting the municipality team handling ARIS technical issues., As an independent consultant, worked as an ARIS Expert for Operation Improvement Division.

The work involves , analysing the Processes and procedures, analysing the gap and bridging it, Improving the current practices of ARIS, train key employees on ARIS, coaching, and maintenance of ARIS database and architecture. The outcome of the project was an enhanced performance of the operation improvement division.

## **Colmena National Agency – Educational Project**

Worked on a business development project do develop an institute and an agency for international educational institutes. As part of COLMENA team,. Working with owners and decision makers designing and studying the project from all aspects.

The work involves , conducting , analysing marketing requirements, and developing a feasible proposal to initiate the business. The outcome of the COLMENA project is a "ready to go" proposal to start up the business in Abu Dhabi.

## **BOH Nursery – Business Process Improvement Project**

Worked on business development programme (BPD) at BoH Nursery to ensure the business profile's improvement. As an independent consultant, engaged into day to day life with Nursery's employees, re-looking into the business, analysing and improving a number of areas including:

- Facilities
- Finance
- Information Technology
- Marketing and Communication
- Procurement

The work involves evaluating, conducting researches, and improving operations based on competition principle. The outcome of the BPD were a maximized utilization of all tangible and intangible resources, identified areas where lot of resources, time, and efforts were wasted, and recommendations to improve those areas to ensure the ongoing success of the business.

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## **Khorfakkan Center – Website Development project**

Worked on developing a website for the city of Khorfakkan aiming to raise the knowledge of the citizens and attract visitors to the city. As an independent consultant, worked with a specialist team, planning and developing the website.

The work involves planning the infrastructure for the website, gathering and prioritising the data, designing and developing the website. The outcome of the project was a comprehensive and customer-friendly website that considers different visitors.

## **Employment History**

- |                               |   |
|-------------------------------|---|
| November - present            | ▪ KPMG – Senior Consultant                                  |
| August 2012 - Present         | ▪ AWTAD Management Consultancy - Manager                    |
| June 2012 – August 2012       | ▪ CMI - Corporate Development Projects Specialist (Manager) |
| May 2012 – June 2012          | ▪ ARIS Expert – Independent Consultant                      |
| January 2012 - June           | ▪ KPMG – Consultant   |
| October 2011 - December 2011  | ▪ COLMENA National Agency – Business Developer              |
| January 2010 – August 2011    | ▪ Mouchel Middle East –Consultant - Business Developer      |
| February 2007 – November 2009 | ▪ Independent Consultant                                    |

## **Memberships**

2011	▪ <b>Project Management Institute – PMI</b>
2011	▪ <b>Information Systems Audit and Control Association - ISACA</b>
2011	▪ <b>American Society for Quality – ASQ</b>

## **awards and student positions**

- Student Union President – University of Sharjah
- Cultural Association Vice President - University of Sharjah
- Student Union Executive member– University of Dundee
- Bsc: CGPA: 3.2 “very good”
- Msc: 2:1 “very good”
- Secondary - Higher school: - science track: 94%