AHMAD SAUD
ICT Applications Professional@ stc

Mobile: +966 56 9960704
Email: ahmadFL2000@hotmail.com
Riyadh, Saudi Arabia

PERSONAL SUMMARY

With extensive experience in the field, including several years as a dedicated ICT Applications Professional at STC, I bring a wealth of experience as a Solutions architect/business architect. My expertise lies in the development and implementation of diverse enterprise solutions like BSS, tailor-made in-house solutions, AI-powered solutions ,service layers, and CRM/ERP systems. At present, my focus is on utilizing the growing capabilities of AI to enhance the internal STC performance for workflows, business processes and other automated services.

I am also deeply fascinated and captivated by the capabilities of modern AI technology, and I am skilled in utilizing APIs for inferencing. My technical proficiencies include:

- Orchestrating multiple AI agents for complex tasks, evidenced by creating (POCs) using the Autogen, crewAI, dev-in, and openai swarm frameworks.
- Hands-on experience with various LLMs, accessible both on local platforms and through the Hugging Face Hub.
- Adept in advanced prompting techniques, including few-shot, chain-of-thought, and fine-tuned prompts.
- Comprehensive understanding of the LangChain framework, with an emphasis on creating prompt templates for both user/system and AI interactions, and efficient use of LangChain loaders, parsers, and agents.
- Competent in fine-tuning LLMs using PyTorch and Scikit-Learn.
- Practical experience in operating local AI models using LM Studio, which has enhanced my ability to run LLMs locally for inferencing and integration into applications.

- Development of a Text-to-SQL inquiry bot POC, making SQL queries more accessible to non-experts.

My professional credentials include certifications in AWS Solution Architect, CISM, TOGAF 9.2, COBIT-5, eTom,SID, TAM and ITIL.

WORK EXPERIENCE

ICT Applications Professional Mar-2020 – present (STC)

I have been at the forefront of integrating cutting-edge General AI technologies to drive transformation and operational excellence within the STC Finance Unit. My work encompasses conceiving, designing, and prototyping innovative AI-driven solutions tailored to meet strategic goals. Notable achievements include developing an AI-powered analysis and recommendation engine for year-end employee evaluations, which identifies individual strengths and areas for improvement, providing personalized developmental plans through curated courses and skill enhancement strategies.

I played a pivotal role in a landmark initiative to establish a group-level shared services model, consolidating all internal services onto a singular platform to streamline accessibility and utility across the STC Group. Additionally, I spearheaded the creation of a comprehensive service catalog for STC's technology divisions, leveraging localized (LLMs) to analyze and optimize frequently utilized services, enhancing efficiency, and ensuring seamless operational workflows.

In my role within the Finance Unit's Analytics & Digital Enablement department, I have utilized AI extensively to deliver impactful (POCs), propose performance-boosting initiatives, and rigorously evaluate new technologies. My POCs are not only used to validate capabilities but also to challenge exaggerated estimates from IT teams and vendors, contributing to significant cost and time savings. These efforts have helped identify reusable assets, optimize existing capabilities, and ensure that new hardware or software requests are justified.

I am also responsible for reviewing RFPs, budget allocation requests, and license renewal proposals for IT projects. By critically analyzing demands, questioning requesters, and exploring cost-effective alternatives, I have consistently optimized resource utilization and driven substantial cost savings. My leadership in scanning and understanding the current technology landscape has been instrumental in

creating a unified view of system integrations, data sources, and dependencies, enabling informed decision-making.

As a lifelong learner passionate about AI, I continuously explore new tools, frameworks, and methodologies, such as LLMs, agentic frameworks, and modern IDEs like Cursor and Windsurf. My technical expertise includes advanced prompting techniques, fine-tuning LLMs, and leveraging tools like v0.dev and bolt.new to enhance efficiency and deliverables. With a proven ability to implement emerging technologies into workflows, I consistently foster innovation, scalability, and measurable impact, aligning technical solutions with strategic objectives and enabling sustainable growth

Duties:

- Participate in the study, selection, integration and deployment of General AI technologies to drive business transformation and innovation within the TSA sector.
- Conceptualize, design, and prototype AI-driven solutions that align with and support the company's internal objectives and goals.
- Develop and implement AI-powered systems for analytical purposes
- Leading the due-diligence to centralize and streamline internal services through the development of a group-level shared services model, improving operational efficiency and access across the company.
- Design and manage a comprehensive service catalog for the technology divisions, categorizing and evaluating the utility of internal services to ensure optimal performance and service delivery.
- Utilize advanced AI technologies, including Large Language Models (LLMs), for the continuous improvement of service delivery by identifying inefficiencies, bottlenecks, and areas for enhancement, and proposing actionable solutions.
- Foster a culture of innovation and continuous improvement by leveraging AI to support strategic decision-making and enhance organizational efficiency and effectiveness.

Hungerstation.com
ERP/CRM Development Manager   **Apr2018 - May2019**

Develop and customize AI-powered Dynamics365 to automate all the internal business processes, including customers lead management, opportunity management, Voice of Customer (Survey/Response platform), Campaigns Management, Finance &Operation, as well as massive customizations using Java-Scrips and C# plugin development.

Duties:

- Participate in business process due diligence, Dynamics365 solution design, Sketching &POC, all the way until configuration and successful operation.
- Acting as a consultant within the application delivery team for Dynamics CRM.
- Work closely with clients to proactively suggest solutions, and make recommendations on Dynamics365.
- Working on a new Oracle fusion HCM/Finance implementation (in progress).
- Plan and manage resources/Teams accordingly to ensure successful implementations
- Act as customer advisor, company advocate.
- Creates and executes project work plans and revises as appropriate to manage anticipated changes and interceptions.
- predict and analyze anticipated risk, plan to mitigate.
- Managing Telecom CRM, including administration, configuration, development and scripting.
- Responsible for overall success of the client engagement.

STC Specialized Telecom
CRM Expert /Business Solutions Development
Mar2006 - Mar2018

Working as a project manager and managing CRM team from STC side, scoping, gathering detailed requirements from business and transforming it into FRS documents for different modules. Verifying the deliveries of the vendor (Huawei) to ensure the delivery of FRSs accurately and on timely manner, also it includes submitting the CRs whenever required.

Duties:
- Building end-to-end case scenarios for all the main business processes
- Managing external vendor (Huawei) to ensure smooth deliverables on time.
- TETRA implementation from CRM and CC perspective.
- Major role in migration (from CBOSS BSC to Huawei BSC) and manage the cutover plan between the two systems.
- Modules under of my responsibility as CRM manager:
    - Customer care module.
    - Channels management module (Commission for dealers and sales)
    - Campaign management (IVR, SMS and email)
    - E care module.
    - Inventory Module (for CRM Sales operations)
    - Product management module (to configure offers, tariffs and bundles)
    - System Management (users and access)
- STCsc CSR Ticketing: includes the trouble ticketing part of IPCC, TT workflows, Service levels and notification/escalation hierarchy.
- BSS Replacement Project: participating in STCsc technical team along with a consultant firm worked on a new BSS replacement for Huawei. The options were:
    - Cerillion
    - Ericsson
    - Hansen
    - Byte
- People and vehicles tracking system: I have led the team responsible to develop a solution to provide a service that allows fleet admins to track and monitor their fleet

(vehicles/people), it includes building in-house LBS solution with self-hosting maps from Navteq, along with a full set of SMS notifications system for violations as well as building reverse geocoding engine.

Asiacell, Qtel subsidiary
Applications Development Manager
Dec 2003 - Jan 2006

Working as project manager/Development manager to develop:
1. Provisioning system with multiple interfaces to HLR, IN (for both Siemens and Huawei platforms).
2. Building in-house POS and order fulfillment system to serve showrooms and dealers, this POS used the provisioning system (in point#1) to provision all purchased services.
3. CDRs mediation system, for both Siemens and HW CDRs.
4. Trouble ticketing system for internal and external users.

SyriaTel
Senior application engineer/DBA   Dec-2002 - Dec-2003

Duties:
- Responsible for many Oracle servers on different platforms, NT and Tru64 in terms of installation, tuning, backup and restore. Also, I was helping in CDRs data loading and transforming for a massive number of CDRs.
- Development of set of client-server applications, responsible about gathering requirements, modeling and designing for the system then work on development and testing, main applications were POS, TT, CDRs loading and transforming.

Zain Jordan
Experienced Developer   Jan 2000 - Dec 2002

Duties:
- Participating in building:
  - Loyalty and redemption programs.
  - Set off background processes/PLSQL procedures to efficiently load and transform different types of CDRs.
  - Siemens MSC CDRs translator.

ACADEMIC QUALIFICATIONS ——————

BSc. computer science (very good).
Al-Zaytoonah University of Jordan 1995 – 1999

CERTIFICATIONS ——————————

- AWS Solution Architect Associate Certified
- CISM certified (Certified Information Security Manager)
- Togaf 9.2 certified
- TMforum Frameworks certified (foundation level etom/SID/TAM)
- Certified Cobit 5 foundation Certified
- ITIL V3 foundation certified.
- ## Trainings ——————————
- MS-Dynamics MB2-715/716/717/718 training.
- Dynamics 365 Finance and Operation technical training.

IT Skills ——————————

- Good knowledge and experience in multiple cloud platforms like Microsoft Azure, Google cloud and mainly AWS.
- Arduino development and controllers programming.
- Ethical hacking.
- Oracle DBA
- LLMs installation and inferencing