

Adel Alshaloudi

IT Manager

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Career Profile:

Seasoned IT Manager with over 16 years of experience. My career includes over 10 years in an IT leadership role in KSA, complemented by 4 years as a Senior Network and System Administrator in the UAE. As IT Manager at an international group of companies (DSI, DSC, and ICC) under Drake & Scull International, I successfully managed the IT Department and led IT operations, overseeing large-scale infrastructure across multiple branches and projects throughout the Kingdom. all aligned with business goals.

Following the closure of Drake and Skull company in 2021, I decided to pursue an entrepreneurial path by launching my own e-commerce business, where I managed all business functions end-to-end. Although the business showed strong initial potential, it was affected by changing market conditions and financial challenges. In 2026, I chose to close it and return to my core profession in IT management, where I have extensive professional experience in corporate environments and can leverage the skills and knowledge gained from managing my own business to further support and enhance IT operations and management.

I am now seeking to join an organization where I can leverage my extensive IT management experience, along with the skills gained from running my own business, to drive long-term success through strategic IT leadership and operational excellence.

Skills:

- IT Strategy Development & Operations Management
- Information Security & IT Service Management (ITSM)
- Project Management & Vendor Relations
- System Integration & Audit & Compliance
- Cost Management & Process Improvement
- Leadership & Team Management
- Effective Communication & Training
- Problem Solving & Time Management

Achievements:

- **Infrastructure Revamp:** Redesigned and rebuilt the entire IT infrastructure from the ground up, implementing core systems such as servers, backup solutions, VOIP, VPNs, firewalls, AD DS, DMZ, VLANs, and CCTV, significantly enhancing stability, security, and operational efficiency.
- **Digital Transformation:** Led the company-wide digital transformation by implementing Oracle ERP across all departments, replacing manual workflows with automated processes and approval cycles, significantly enhancing cross-department collaboration and productivity.
- **Adaptive IT Strategy Development:** Designed and implemented flexible IT strategies suitable for both dynamic and stable environments, minimizing downtime.
- **Data Protection & Virtualization:** Implemented advanced data protection strategies, including cloud backup and server virtualization, to ensure data availability and resilience.

Experience:

E-Commerce Business (Self-Employed). Riyadh, Saudi Arabia / Dubai, United Arab Emirates

E-Commerce Entrepreneur 2021 – 2026

Built and managed an e-commerce and technology business, applying IT management skills across the business. Led operations, sourcing, digital activities, and business tools development.

Drake and Scull International. Riyadh, Saudi Arabia

IT Manager 2010 – 2021

- **Budget and Business Plan:** Managed the IT department's budget and strategic business plans to ensure cost-efficiency and alignment with organizational goals.
- **IT Services Management:** Delivered IT services across 30+ locations, including overseeing VOIP, servers, VPNs, firewalls, routers, and backups to ensure uninterrupted operations.
- **Infrastructure Review and Upgrades:** Conducted regular reviews and implemented upgrades to IT infrastructure, proactively minimizing downtime and ensuring uninterrupted business operations.
- **Software License Management:** Administered software license compliance, including managing contracts for key platforms like Microsoft, Autodesk, Adobe, and others.
- **Technology and Cost Management:** Drove IT cost optimization initiatives, identifying new technologies and methods to enhance ITSM while reducing costs without compromising quality.
- **Backup and Disaster Recovery:** Developed and implemented robust backup and disaster recovery strategies to safeguard company data and ensure business continuity.
- **Security Management:** Oversaw the implementation of cybersecurity measures, ensuring data protection, regulatory compliance, and mitigation of IT security risks.
- **Documentation & Policy Management:** Led development and continuous improvement of IT documentation, including policies, procedures, and standards to ensure compliance.
- **Systems Implementation and Maintenance:** Led the implementation and optimization of critical IT systems (ERP, File Management, Asset Management, etc.), ensuring efficient operations.
- **Change Management:** Directed change management initiatives to support IT infrastructure transitions, ensuring minimal disruption and effective adaptation across the organization.
- **Digital Transformation:** Led the full-scale digital transformation by implementing Oracle ERP across all departments, replacing manual workflows with fully automated processes and approval cycles.
- **Internal Audits:** Conducted regular internal audits to ensure high standards in IT service provision, maintaining compliance with industry best practices.
- **Supplier Relationship Management:** Managed IT supplier relationships to ensure cost-effective procurement and high-quality service delivery.
- **Team Leadership & Development:** Led a high-performing IT team, overseeing recruitment, mentorship, and training to enhance performance and align with organizational goals.

Drake and Scull International. Dubai, United Arab Emirates

Sr. Network and System Administrator 2008 – 2010

BETA Information Technology. Dubai, United Arab Emirates

System Engineer (Citrix Engineer) 2006 – 2008

Applied Science University Internet Center, Amman - Jordan

Network Engineer 2005 – 2006

Education:

Bachelor's Degree in Computer Science, 2005

Applied Science University, Amman, Jordan

Languages:

Arabic (Native)

English (Professional)