

# DEVENDER MANRAL

Chief Information Officer | Chief Technology Officer | Chief Digital Officer

## SUMMARY

Award-winning technology executive with over 25 years of strategic IT leadership, including 15+ years in senior C-level roles across the Middle East. Proven expertise in enterprise digital transformation, AI/ML & GenAI integration, cloud-native architectures, and cybersecurity governance across diverse sectors including real estate, hospitality, retail, healthcare, telecom, and specialty manufacturing. Recognized as CIO Legend 2025, Top 50 CIO in Saudi Arabia, and multiple CIO of the Year awards for driving measurable business outcomes through technology innovation.

## SKILLS

Enterprise AI/ML Strategy | GenAI Integration (ChatGPT, OpenAI) | IoT & Smart Ecosystems | Blockchain | RPA | AR/VR | Metaverse Readiness | Omnichannel Platform Architecture | Generative AI | Conversational AI Chatbots | Computer Vision | NLP | Predictive Analytics | TensorFlow | PyTorch | Hugging Face | ML Ops | Data Lakes (Hadoop, Cloudera, Databricks) | AWS (IoT Core, EC2, Lambda, SageMaker) | Azure (IoT Hub, Functions, AI/ML) | GCP | Serverless | Microservices | API-Led Architecture | TOGAF | Kubernetes | Docker | Terraform | SAP S/4HANA | Oracle Fusion ERP | Microsoft Dynamics 365 | Salesforce CRM | Workday | MuleSoft | Boomi | Infor | Epic | Cerner | T24 (Temenos) | ISO 27001 | NIST | GDPR | PDPL | HIPAA | PCI-DSS | SOC 2 | SIEM (Splunk, ArcSight) | Zero Trust Architecture | IAM (Okta, Ping) | Ethical Hacking | Vulnerability Management | Tableau | Power BI | Qlik | Snowflake | Redshift | BigQuery | Apache Spark | Kafka | Elasticsearch | Real-time Analytics | Customer Data Platforms (CDP) | IT Strategy & Roadmapping | PMO Leadership | Agile/DevOps/Scrum | Vendor & Stakeholder Management | Budget Optimization | M&A; Integration | Board Reporting | 5G & Edge Computing | Digital Twins | Quantum Computing Readiness | Low-Code/No-Code Platforms (OutSystems, Mendix) | Web3 | Sustainable IT | Green Cloud

## EXPERIENCE

## Group IT Director / Chief Digital Officer — KUN Holding GROUP

Dec 2023 – Present • Saudi Arabia

Leading digital transformation strategy for sports, wellness, and hospitality operations across 60+ fitness centers serving 150K+ subscribers. Developed and executed group-wide digital initiatives integrating GenAI, predictive analytics, and cloud-native architectures to enhance customer personalization and operational decision-making. Established comprehensive cybersecurity framework achieving 100% compliance with ISO 27001 and NCA standards while managing strategic technology partnerships and mentoring cross-functional teams of 50+ professionals.

- Developed and executed the group-wide digital transformation strategy for sports, wellness, and hospitality, integrating GenAI (OpenAI/ChatGPT) and predictive analytics to enhance customer personalization and operational decision-making across 60+ fitness centers
- Architected and deployed a cloud-native, API-driven data ecosystem on AWS, enabling real-time integration between Operational Technology (IoT sensors, smart equipment) and IT systems, forming the foundation for smart venue management
- Led the implementation of Microsoft Dynamics 365 as the core ERP and CRM platform, unifying finance, sales, HR, and supply chain operations for 150K+ subscribers and improving process efficiency by 30%
- Established a group-wide cybersecurity framework achieving 100% compliance with ISO 27001 and NCA standards, implementing advanced SIEM, endpoint detection, and response (EDR) solutions
- Spearheaded the adoption of RPA and AI-driven chatbots for customer service and back-office operations, automating over 15,000 manual hours annually and improving customer response time by 40%
- Managed strategic technology partnerships and vendor negotiations, resulting in a 25% reduction in annual IT costs through cloud optimization, SaaS consolidation, and license management
- Led and mentored a cross-functional team of 50+ professionals (in-house and outsourced) within an Agile delivery environment, fostering a culture of innovation and continuous improvement

## Group IT Director (Technology & Digital) — AL OTHMAN GROUP

Jul 2022 – Nov 2023 • Al Khobar, Saudi Arabia

Orchestrated digital transformation across 34 legal entities spanning perfume manufacturing, oil-based products, flavors, fragrances, food products, real estate, healthcare, hospitality, education, and retail. Led enterprise-wide implementation of Oracle Fusion ERP integrated with AI-driven video analytics and IoT for asset tracking and operational visibility. Defined TOGAF-aligned IT architecture roadmap, migrating legacy systems to hybrid cloud model and reducing infrastructure costs by 40% while building high-performing cross-functional IT teams and centers of excellence.

- Orchestrated digital transformation across 34 legal entities spanning perfume manufacturing, oil-based products, flavors, fragrances, food products, real estate, healthcare, hospitality, education, and retail. Standardized IT services via shared services model, with specialized focus on scent formulation traceability, batch tracking, and regulatory compliance (IFRA, FDA, FSSAI)
- Successfully led the enterprise-wide implementation of Oracle Fusion ERP, CRM, and BI analytics, integrated with AI-driven video analytics and IoT (RFID) to optimize asset tracking, security, and operational visibility
- Defined a future-proof IT & business architecture roadmap (TOGAF-aligned), migrating legacy systems to a hybrid cloud model (AWS/Azure), improving scalability and reducing infrastructure costs by 40%
- Directed the Group IT PMO, managing a portfolio of large-scale projects from vendor selection to implementation, ensuring on-time, on-budget delivery and clear ROI measurement
- Built a centralized enterprise data lake on Azure, enabling real-time business intelligence, predictive maintenance models, and data-driven decision-making for senior leadership
- Established and enforced a comprehensive group-wide cybersecurity strategy, achieving full regulatory compliance and significantly reducing the organization's risk exposure
- Built and developed high-performing, cross-functional IT teams, implementing centers of excellence for AI/ML, Cloud, and Cybersecurity to drive innovation

## **Head – Business Solutions, Enterprise Architect & Digital Transformation — FAWAZ ALHOKAIR FASHION RETAIL GROUP**

Dec 2018 – Mar 2022 • Riyadh, Saudi Arabia

Architected and executed digital transformation strategy for retail operations with 80 brands across 2,000+ stores in 15 countries, unifying eCommerce, CRM, and supply chain systems into seamless omnichannel experience. Led global rollout of Oracle ERP and advanced BI platforms serving 10,000+ users, improving demand forecasting accuracy by 45% through integrated AI/ML models. Pioneered integration of Computer Vision, IoT sensors, and RFID across supply chain while managing 200+ global developers and implementing enterprise Agile/DevOps practices.

- Architected and executed the digital transformation strategy for a retail giant with 80 brands across 2,000+ stores in 15 countries, unifying eCommerce, CRM (Salesforce), and supply chain systems into a seamless omnichannel experience
- Led the global rollout of Oracle ERP and advanced BI platforms, serving 10,000+ users and improving demand forecasting accuracy by 45% through integrated AI/ML models
- Pioneered the integration of Computer Vision for video analytics, IoT sensors, and RFID across the supply chain and in-store environments, enhancing inventory accuracy, loss prevention, and personalized customer engagement
- Managed 200+ global developers across offshore/nearshore teams, implementing enterprise Agile, Scrum, and DevOps practices that reduced software release cycles by 25% and improved deployment quality
- Directed the migration of critical retail workloads to AWS and Google Cloud, achieving 99.99% availability while reducing overall IT infrastructure spend by 40%
- Built and enforced a global IT security and compliance framework, ensuring adherence to PCI-DSS, GDPR, and local data protection laws across all digital touchpoints
- Evaluated and piloted emerging technologies including blockchain for supply chain provenance and AR/VR for virtual try-ons, positioning the group at the forefront of retail innovation

## **Chief Technology Officer (IT, Digital & Enterprise Architect) — OOREDOO GROUP**

Jan 2015 – Dec 2018 • Doha, Qatar

Pioneered launch of B2B revenue streams through IoT platforms and cloud-based digital services, establishing the telecom as innovation leader in competitive Middle East market. Led strategic modernization of monolithic legacy systems to microservices-based, cloud-native architectures on AWS and Azure, significantly improving scalability and security. Drove integration of AI and predictive analytics into customer service platforms, implementing chatbots and personalized offer engines that improved customer satisfaction by 30% while establishing TOGAF-based enterprise architecture practice and comprehensive cybersecurity operations center.

- Pioneered the launch of new B2B revenue streams through IoT platforms and cloud-based digital services, establishing the telecom as an innovation leader in the competitive Middle East market
- Led the strategic modernization of monolithic legacy systems to microservices-based, cloud-native architectures on AWS and Azure, significantly improving scalability, security, and developer agility
- Drove the integration of AI and predictive analytics into customer service platforms, implementing chatbots and personalized offer engines that improved customer satisfaction (CSAT) by 30%
- Established a TOGAF-based enterprise architecture practice, streamlining technology evaluation, vendor selection, and ensuring all IT investments were aligned with long-term business strategy
- Negotiated and managed strategic partnerships with global technology vendors (e.g., AWS, Microsoft, Salesforce), driving co-innovation and optimizing multi-million dollar contracts
- Directed the implementation of a comprehensive cybersecurity operations center (SOC) with advanced SIEM, IDS/IPS, and threat intelligence capabilities, protecting critical national telecom infrastructure
- Built an enterprise-wide data warehousing and real-time analytics capability, enabling business units to track customer journey performance and make data-driven decisions across omnichannel touchpoints

## **Group Chief Information Officer — NMC HEALTHCARE GROUP**

Oct 2013 – Dec 2014 • Abu Dhabi, UAE

Led digital transformation of patient care services, implementing IoT-enabled remote patient monitoring, telehealth platforms, and centralized electronic health records to improve patient outcomes and safety. Architected centralized healthcare data analytics platform processing millions of patient records to enable predictive analytics for personalized care plans and early intervention. Ensured all technology solutions met stringent regulatory requirements including HIPAA and JCI while overseeing integration of enterprise ERP systems with clinical applications and designing comprehensive disaster recovery and business continuity plans.

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- Architected a centralized healthcare data analytics platform that processed millions of patient records to enable predictive analytics for personalized care plans and early intervention
- Ensured all technology solutions met stringent regulatory requirements (HIPAA, JCI), implementing robust data governance, encryption, and access control frameworks to protect sensitive patient data
- Oversaw the integration of enterprise ERP systems with clinical applications (PACS, Pharmacy, Laboratory Management), creating a unified workflow for clinicians and administrators
- Designed and implemented comprehensive disaster recovery and business continuity plans for life-critical healthcare services, ensuring uninterrupted operations
- Managed relationships with specialized healthcare technology vendors, from EHR providers to medical device IoT companies, ensuring solutions met clinical and operational needs
- Introduced AI-powered chatbots for patient appointment scheduling and follow-ups and mobile health apps, significantly enhancing patient engagement and reducing administrative burden on staff

### **Global Head – IT Operations — Fortis Healthcare Group**

Feb 2012 – Jun 2013

Directed global IT operations for large healthcare organization, managing infrastructure, systems, and technology services across multiple facilities. Oversaw implementation and optimization of healthcare IT systems and ensured operational excellence in supporting clinical and administrative functions. Managed global IT teams and vendor relationships while maintaining high availability and performance standards for critical healthcare technology infrastructure.

### **Regional Chief Information Officer — Terex Corporation**

Sep 2010 – Feb 2012

Provided regional IT leadership for global manufacturing corporation, overseeing technology strategy, enterprise systems, and digital initiatives across multiple business units. Managed IT infrastructure, ERP implementations, and technology services supporting manufacturing operations while ensuring alignment with corporate technology standards. Drove operational efficiency and technology innovation to support business growth objectives in the region.

### **National Technology Head — Aircel Limited (Maxis Telecom Group)**

Nov 2009 – Sep 2010

Led national technology operations for major telecommunications provider, managing network infrastructure, IT systems, and technology services supporting millions of subscribers. Directed technology strategy, vendor management, and system implementations while ensuring network reliability and performance. Oversaw technology teams and partnerships to deliver telecom services and drive operational excellence across national operations.

### **Head – IT Operations — TATA-AIG Group**

Jan 2008 – Nov 2009

Directed IT operations for insurance and financial services organization, managing enterprise technology infrastructure, systems, and service delivery. Oversaw data center operations, network infrastructure, and enterprise applications supporting insurance business processes. Led IT teams in maintaining high availability, security, and performance of critical business systems while managing vendor relationships and technology investments.

### **Sr. Manager – IT Infrastructure — Mahindra & Mahindra Limited**

Sep 2004 – Jan 2008

Managed IT infrastructure operations for large manufacturing conglomerate, overseeing data center, network, and server infrastructure supporting business operations. Led infrastructure projects, capacity planning, and technology upgrades while ensuring high availability and performance. Managed infrastructure teams and vendor relationships to deliver reliable technology services supporting manufacturing and corporate functions.

## **Head Information Technology — Symrise Limited**

Aug 1997 – Sep 2004 • India, Germany

Led IT strategy for global leader in perfume manufacturing, oil-based raw materials, flavors, fragrances, and food products, managing operations across India and Germany. Implemented SAP ERP for batch traceability, formulation management, and regulatory compliance with IFRA, FDA, and FSSAI standards. Deployed early IoT sensors for volatile liquid storage monitoring and laboratory information management systems for R&D; while building global IT infrastructure connecting international operations and ensuring 99.9% uptime for fragrance compounding systems.

- Led IT strategy for a global leader in perfume manufacturing, oil-based raw materials, flavors, fragrances, and food products
- Implemented SAP ERP for batch traceability, formulation management, and regulatory compliance (IFRA, FDA, FSSAI)
- Deployed early IoT sensors for volatile liquid storage monitoring and lab information management systems (LIMS) for R&D;
- Built global IT infrastructure connecting Germany and India operations, ensuring 99.9% uptime for fragrance compounding systems

## **Head Information Technology — Exim Group**

May 1993 – Jul 1997 • India

Directed information technology operations for trading and export organization, managing enterprise IT systems, infrastructure, and technology services. Oversaw implementation and maintenance of business systems supporting import/export operations, finance, and supply chain management. Led IT teams in delivering technology solutions to support business growth and operational efficiency during formative years of enterprise technology adoption.

## **EDUCATION**

### **Ph.D., Information Technology — Delward University**

USA

### **Master of Business Administration (MBA) — Newport University**

USA

### **Bachelor's Degree, Electronics — Andhra University**

India

## **CERTIFICATIONS**

### **TOGAF 9.0 Certified**

### **AWS Certified Solutions Architect**

Amazon Web Services

### **Project Management Professional (PMP)**

Project Management Institute

### **ITIL Foundation V3**

### **Certified Information Security Auditor (CISA)**

ISACA

### **Integrated Management System (ISO 9001)**