



# Ahmad AlShatti

Digital Transformation & Technology  
Leader

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As Deputy Chief Information Officer at Boubyan Bank, I lead the development and implementation of innovative IT solutions that enhance the customer experience and support the bank's strategic objectives. With over 17 years of experience across banking, telecommunications and ISP sectors, I have built deep expertise in IT service and portfolio management, operating-model transformation, data analytics and customer experience. I am passionate about leveraging artificial intelligence and automation to optimise IT operations and deliver value-added services to our customers. At Boubyan Bank I have led IT operating-model transformation across development and support functions, and delivered Tier III data-centre certification together with the full relocation of production and disaster-recovery sites. As an external consultant to Al Salam International Hospital, I helped design a technology and operations roadmap to improve patient satisfaction and reduce operational costs. I was selected onto the Kuwait Banking Association's national talent pool and sponsored by the Governor of the Central Bank of Kuwait to attend Harvard Business School's *Strategic Leadership in a Changing World* programme. In 2023 I was invited as a speaker at **TEDx Kuwait City** to deliver a talk on *humanising technology* ([watch on YouTube](#)). I am a proactive technology leader with strategic vision and strong communication and negotiation skills, and I strive to foster a culture of collaboration and innovation within my team and across the organisation.

## SKILLS

Data Analysis Enterprise Architecture  
IT service management Call Center Application  
Customer Experience Management  
Core Banking system Payment systems  
Project Management Customer Service  
Vendor Mngement IT strategy IT Operations  
Automation Risk Management  
Information Security Talent Management

## CERTIFICATES

### Digital Mindset

Technology Collage in Hong Kong

### Senior Management Program

Duke University

### Strategic leadership

Harvard Business School

## HONORS & AWARDS

### Most Valuable Employee of the Year (2016)

Boubyan Bank

### Most Valuable Employee of Q2 (2016)

Boubyan Bank

### VIVA InfoConnect Exhibition Achievement (2014)

VIVA Telecommunication Company

### Best Communicator Award (2012)

Zain Kueait

### Innovation Camp Achievements (2012)

INJAZ Kuwait

## WORK EXPERIENCE

### Deputy Chief Information Officer Boubyan Bank

01/2021 - Present

#### Achievements/Tasks

- Provides strategic leadership and guidance at the executive level in critical areas of technology administration
- Oversees cross-institutional initiatives and executive level projects, fostering strategic partnerships in carrying out enterprise-wide computing services for the central IT organization.
- Assists the Chief Information Officer in leading overall information technology strategic planning to achieve business goals by prioritizing information technology initiatives and coordinating the evaluation, deployment, and management of current and future technology projects.

### Assistant General Manager - IT Enterprise Services & Support Gulf Bank Of Kuwait

01/2020 - 01/2021

#### Achievements/Tasks

- Managing Application Support, ITSM, IT Service Desk, System Access Management & Technical Support teams
- Develop operational strategy and ensure that the operational activities meet the organizational requirements.
- Get involved with business demand and new projects
- Evaluate key productivity indicators and implement process improvement initiatives.
- Coordinate with General Manager in planning short and long term projects, budgets, expense controls, and manpower.
- Develop and implement staffing and business plans to achieve business target

## HONORS & AWARDS

Best Customer Care Representative (2011)

The Zain City Partner's Exhibition Front line with PR (2010)

Most Valuable Employee (2008)

Gulfnet Communications Company

## PROJECTS

Upgrade Petrol Stations Connectivity to Cisco HSDPA Router (2009)

- Gulfnet Internet Service Provider

Zain Head Office Renovation (2011)

- Zain Telecommunications

Kiosk Front-end Application Upgrade (2012)

ITSM Implementation HP Openview & HP SM (2013)

- STC telecommunications

STC - InfoConnect exhibition Network (2014)

- STC Telecommunications

Call Center Solution Implementation - Avaya (2014)

- STC Telecommunications

Workforce Management Solution (2015)

- STC Telecommunications

ITSM Implementation Manage engine (2015)

- Boubyan Bank

Endpoint Management Solution Desktop Central (2016)

- Boubyan Bank

End User Analytics Solution Nextthink (2016)

- Boubyan Bank

Call Management for IT Service Desk (2016)

- Boubyan Bank

Infrastructure Monitoring Solarwinds (2017)

- Boubyan Bank

Instant Card Issuance Solution (2017)

- Boubyan Bank

Interactive Teller Machine (2017)

- Boubyan Bank

Application Performance Monitoring (2018)

- Boubyan Bank

Core Banking Upgrade - iMAL (2018)

- Boubyan Bank

ITSM Implementation - Remedy (2019)

- Boubyan Bank

Network Access Control - Cisco ISE (2019)

- Boubyan Bank

ITSM Implementation - Digital workplace (2020)

- Gulf Bank

Endpoint Management Solution - BMC (2020)

- Gulf Bank

## WORK EXPERIENCE

### IT Service Operations & Support - Senior Manager

Boubyan Bank

11/2015 - 01/2020

#### Achievements/Tasks

- Manage IT Service Desk Analysts, Technical support administrators and ATM support teams.
- Manage department budget and recruitment
- Review performance reports, service improvements, service quality and processes
- Ensure end-users environment is complied with latest OS and software patches.
- Manage AD and GPO policies are defined and maintained.
- Manage the performance of services to end-users, ensure that service levels are achieved in line with contracts and that customers expectations are met.
- Ultimate responsibility for ownership of all IT customers incidents or logged service requests
- Track the incidents to conclusion in line with SLAs and quality standards

### Acting eCRM Manager

Kuwait Telecommunication Company- VIVA

04/2014 - 10/2015

#### Achievements/Tasks

- Actively plan and carry out eCRM initiatives, campaigns, projects, road maps and ongoing activity.
- Take ownership of performance and regularly report on KPI's on a weekly, monthly and adhoc basis. Continuously generate insights and analyse and use key learning to improve and develop best practice.
- Manage the eCRM budget to ensure all communications and projects come in on budget. Forecast costs and activity to assist with planned budget requirements.
- Test to enhance the customer and prospect communications. Make data driven recommendations based on customer behavior.
- Ensure correct tracking and report on detailed campaign analysis, key trends and overview information on content and contact strategy performance.
- Manage the following applications: IVR, Auto dialer, Workforce management, Kiosk payment machines and speechlog (voice recording system).

## PROJECTS

Bank-Wide Remote Working – Pandemic Continuity (2020)

- Gulf Bank

Continuous Integration & Deployment (DevSecOps) (2021)

- Boubyan Bank

ATM Application Upgrade (2021)

- Boubyan Bank

Log Management Solution - Splunk 2022 (2022)

- Boubyan Bank

Tier 3 Data Center Implementation & Migration (2023)

- Boubyan Bank

Network Monitoring Solution - Riverbed (2024)

- Boubyan Bank

Instant Consumer Money Transfer – WAMD (2024)

- Boubyan Bank

Corporate Transaction Banking - Intellect (2024)

- Boubyan Bank

Disaster Recovery Automation via Robotics (2025)

- Boubyan Bank

Payment Hub Migration to OpenShift Microservices (2025)

- Boubyan Bank

Cybersecurity Assessment Automation (2025)

- Boubyan Bank

Enterprise ITSM Implementation with Automation - Jira (2026)

- Boubyan Bank

## VOLUNTEER EXPERIENCE

### Innovation Camp INJAZ

02/2014 - 06/2014

Kuwait

## LANGUAGES

English ● ● ● ● ●

Arabic ● ● ● ● ●

## EDUCATION

### Bachelor's degree - Accounting Modern Academy

09/2005 - 06/2009

Cairo

## WORK EXPERIENCE

### Service Desk Supervisor

Kuwait Telecommunication Company- VIVA

06/2013 - 10/2015

#### Achievements/Tasks

- Responsible for supervising Service desk, End user support, ITSM & Kiosks machines support
- Analyze for IT department tickets & requests.
- Ensuring quick response and resolution for IT customers.
- Manage ITSM systems
- Providing IT operations services to enhance their operation daily tasks through HP Open view.
- Ensuring compliance with Service Level Agreements

### Acting Help Desk Team Leader

Zain Kuwait

02/2012 - 05/2013

#### Achievements/Tasks

- Led a team of help desk agents providing L1/L2 support to 3,000+ internal employees across HQ and retail branches, ensuring 24/7 service coverage through shift planning and on-call rotations.
- Owned daily operations of the IT help desk: ticket triage, escalation management, and resolution tracking via the ITSM platform, consistently meeting SLA targets for response and resolution times
- Acted as the primary escalation point for complex incidents, coordinating with network, systems, and application teams to drive root-cause analysis and permanent fixes

### Technical support technician

Zain Kuwait

02/2011 - 01/2012

#### Achievements/Tasks

- Troubleshooting hardware / software issues related to end users laptops / desktops & printers..
- Handle new installation / format laptop & desktops requests.
- Cash machines support on site 24/7
- Configuring cisco IP phones.
- Dealing with vendors.
- Documentation

## WORK EXPERIENCE

### Contact center agent

Zain Kuwait

12/2009 - 01/2011

#### *Achievements/Tasks*

- Support and provide superior service via phones, e-mails and faxes as a receiver and caller
- Use questioning and listening skills that support effective telephone communication.
- Effectively deal with job stress, angry callers, and upset customers
- Use the most appropriate way to communicate with different behavior types on the telephone.
- Apply the proper telephone etiquette to satisfy various customer situations.
- Apply appropriate actions to effectively control a telephone call.
- Display Time flexibility towards shifts as per work floor requirements

### Corporate Field Support

Gulfnet Communications Company (ISP)

01/2009 - 11/2009

#### *Achievements/Tasks*

- Troubleshooting fiber/DSL/HSDPA connections for Data/Internet services through cisco & non-cisco routers
- Provide solutions for client's LAN & WAN problems. (routing & switching)
- Create periodic reports based on technical visits and Major Corporate complaints.
- Follow up e-mail inquiries and tickets related to other departments

### Residential Technical Support

Gulfnet Communications Company (ISP)

09/2008 - 01/2009

Kuwait

#### *Achievements/Tasks*

- 1st line support for residential customers by troubleshooting LAN / WAN connection issues.
- Log each incident in ticketing system.
- Follow up with concern departments for customers inquiries regarding new installation or payment issues.