

AHMED UMAR ALI

AI TRANSFORMATION & ENTERPRISE PROJECT MANAGER

I DEPLOY INTELLIGENCE

Turning complex business and operational challenges into structured, executable and AI-enabled solutions that create real and lasting impact.



“ I don't just manage projects, I make complex things work — with people, process and intelligence. ”

PEOPLE
TECHNOLOGY
OPERATIONS
AI
REAL IMPACT



19+
YEARS

Enterprise project, operations and transformation leadership



NHci

EJAR & SAKANI

Handover → Stabilization
→ AI Transformation
(3 years)



AI ORCHESTRATION

Agentic workflows, RAG, automation, RCA and verification



CMMI L3

Service takeover, SLA, process maturity and operational excellence



ABOUT ME

I am an AI transformation and enterprise project manager with 19+ years of experience delivering digital platforms, operational transformation and AI-enabled solutions.

I bridge the gap between business, operations and technology — helping organizations navigate complex change, from large-scale handovers and service takeovers to process maturity, automation and intelligent operations.

I build clarity, structure and execution into complex challenges, helping organizations operate smarter, faster and with lasting impact.



WHAT I DO



Lead AI-enabled projects and operational transformation



Translate complex business problems into structured delivery plans



Design and orchestrate agentic workflows, automation and AI-assisted systems



Drive process maturity, SLA performance and operational excellence



Build knowledge systems, documentation automation and reporting solutions



CORE CAPABILITIES



Problem Decomposition & Structured Solutioning



Handover & Transition Leadership



Business-to-Technology Translation



Enterprise Delivery & PMO



Operations & Governance



AI & Agentic Systems



Knowledge & Continuity



Stakeholder, Vendor & Team Leadership



SELECTED PROJECTS & ACHIEVEMENTS

REAL CHALLENGES. STRUCTURED SOLUTIONS. MEASURABLE IMPACT.

1

NHci Ejar & Sakani Operational Handover

Led the end-to-end Oivan-to-Wareef transition, structured knowledge transfer, support takeover, onboarding and progressive L2 ownership through BAU.

STABLE OPERATIONS
SUCCESSFUL TRANSITION

2

NHci DOC CMMI Level 3

Implemented process practices, documentation discipline, team enablement and evidence, and successfully prepared for CMMI Level 3 appraisal.

HIGHER MATURITY
STRONGER DELIVERY

3

Wareef DOC Monitoring Platform

Designed the operational monitoring solution for platform/service status, incidents, maintenance schedules, executive and operational reporting, and digital shift handover.

GREATER VISIBILITY
PROACTIVE OPERATIONS

4

AI RCA, Ticket Automation & RAG

Designed Claude/n8n-based workflows for incident analysis, triage, task assignment, retrieval across BRDs and technical references, and automated operational documentation.

FASTER RESOLUTION
SMARTER OPERATIONS

5

AI-Orchestrated Delivery

Built AI-assisted delivery systems that translate business requests into structured requirements, tasks, documentation and verification outputs.

HIGHER EFFICIENCY
LASTING IMPACT



TECHNOLOGY & DELIVERY ECOSYSTEM

AI TOOLS. MODERN PLATFORMS.
REAL OUTCOMES.



Claude



OpenAI



n8n



GitHub



GitLab



Cloudflare



elastic



Jira



Vercel



Supabase



Playwright



Chromium



Looker



RAG



SELECTED ENGAGEMENTS

TRUSTED PARTNERS.
MEANINGFUL IMPACT.



Riyadh, Saudi Arabia



+966 54 9304012



ahmed.umar.ali@gmail.com



linkedin.com/in/ahmedomarali/

I DEPLOY INTELLIGENCE

PEOPLE SOLUTIONS PROGRESS

AHMED UMAR ALI

AI TRANSFORMATION & ENTERPRISE PROJECT MANAGER
I DEPLOY INTELLIGENCE

RIYADH, SAUDI ARABIA

+966 54 9304012

ahmed.umar.ali@gmail.com

linkedin.com/in/ahmedomarali/

EXECUTIVE PROFILE

AI transformation and enterprise project manager with 19+ years of experience turning complex business and operational problems into structured, executable technology outcomes. I work at the intersection of business, operations, delivery and AI - decomposing ambiguous problems, shaping requirements and operating models, aligning stakeholders, orchestrating people and AI tools, and driving delivery through verification and measurable results.

At NHC Innovation (NHCi), this began with the end-to-end Oivan-to-Wareef takeover of Ejar and Sakani operations and support: scoping the transition, building the incoming support capability, driving structured knowledge transfer, coordinating infrastructure and access readiness, managing risk and progressively assuming Level 2 ownership through Business as Usual. That operational context now underpins AI orchestration, agentic workflows, RAG, AI-assisted RCA, automated documentation, CMMI Level 3 process maturity and the Wareef DOC Monitoring Platform.

EXECUTIVE SNAPSHOT

19+ YEARS Enterprise project, operations and transformation leadership	PROBLEM -> EXECUTION Problem decomposition, structured solutioning, requirements and delivery architecture	AI ORCHESTRATION Agentic workflows, RAG, automation, RCA and verification	OPERATIONS + GOVERNANCE Service takeover, CMMI Level 3, SLA, continuity and process maturity
--	---	---	--

CORE CAPABILITIES

Problem Decomposition & Structured Solutioning:

Turn ambiguous business or operational problems into clear requirements, workstreams, decision points, execution plans and measurable outcomes.

Enterprise Project & Delivery Leadership:

Cross-functional project leadership, stakeholder alignment, vendor governance, delivery planning, risk management and execution control.

Operational Transformation & Governance:

SLA, incident/change, production support, CMMI Level 3, process maturity, capacity planning, service continuity and continuous improvement.

AI Orchestration & Agentic Delivery:

LLM orchestration, RAG, n8n, agentic/multi-agent workflows, prompt/context engineering, AI-assisted RCA, task routing and verification.

Business-to-Technology Translation:

Bridge business needs, operations and technical teams; shape solution direction, architecture decisions, workflows and implementation priorities.

Handover, Knowledge & Continuity:

Vendor transitions, service takeover, KT governance, HLD/LLD and BRD governance, SOPs, knowledge bases, cross-training and operational handover frameworks.

PROFESSIONAL EXPERIENCE

Jan 2024 - Present

Wareef United / NHC Innovation (NHCi) | Riyadh, Saudi Arabia

AI Transformation Project Manager / AI Orchestrator & Delivery Architect

PLATFORM HANDOVER, SERVICE TAKEOVER & OPERATING MODEL

- Led the end-to-end Oivan-to-Wareef transition of Ejar and Sakani operations and support, taking the engagement from pre-handover scoping through structured knowledge transfer, progressive support takeover and Business as Usual with 24x7 support readiness.
- Decomposed the takeover into executable workstreams across infrastructure, access, resources, knowledge transfer, ticket ownership, governance, risk, service continuity and acceptance - giving stakeholders a clear path from vendor dependency to operational ownership.
- Owned Wareef-side project coordination for infrastructure setup, resource allocation, progress monitoring, handover review, risk management, stakeholder alignment and formal assumption of service responsibility across the transition.
- Translated business, operational and technical KT into a workable support model across HLD/LLD, architecture, BRDs, code/tool training, scripts, bug/data-fix processes and recurring feedback.

- Built the incoming support capability while the handover was in flight: recruited and onboarded backend, frontend and database resources; coordinated email, VPN, Jira, Dev/UAT/Production, sandbox, CI/CD, repository, documentation, monitoring and support-tool access.
- Implemented progressive ticket ownership by complexity - Wareef Level 2 on simple, then medium, then difficult tickets while Oivan moved toward Level 3/escalation - with documented review, deployment, escalation and issue-resolution flows.
- Established knowledge continuity through centralized BRDs, scripts, integration/microservices references, release/change records, recurring-issue resolutions, SOPs, knowledge repositories, escalation paths, shadow resources and cross-training to reduce key-person dependency.
- Put the Business-as-Usual operating model in place across service desk, incident management, change management, stakeholder reporting, continuous improvement, capacity planning and recurring knowledge sharing.
- Managed transition risks and contingencies across platform complexity, incomplete KT, resource/expertise gaps, communication, stakeholder alignment, knowledge withholding, change requests and service continuity; tracked onboarding, ticket ownership, incident reduction, knowledge maturity and ticket-cycle optimization as transition KPIs.

AI TRANSFORMATION & NHCi DOC

- Following takeover and stabilization, used the operational and technical context gained across the platforms to identify bottlenecks, structure improvement opportunities and move the NHCi engagement from service transition into process maturity, digital operations and AI-enabled transformation.
- Implemented CMMI Level 3 practices for NHCi DOC, supporting process definition, documentation, team training, evidence/work-product discipline and appraisal readiness contributing to successful certification.
- Designed AI-assisted RCA and incident-analysis workflows with Claude AI, plus n8n/agent automation for triage, task assignment, escalation and operational follow-up.
- Implemented RAG-enabled retrieval across BRDs, operational documentation, historical incidents, technical references and large codebases to surface relevant support and engineering context faster.
- Led the Wareef DOC Monitoring Platform design around platform/service status, incident visibility, scheduled maintenance, digital shift handover and executive/operational reporting - translating operational pain points into a structured monitoring and continuity solution.
- Designed AI-orchestrated delivery capabilities that convert high-level business requests into structured requirements, task graphs, implementation activities, documentation and verification outputs, with clear human checkpoints and evidence-based completion.
- Built Playwright/Chromium workflows for user manuals, screenshots, UI walkthroughs and QA validation evidence to make documentation and release verification more repeatable.

DOC MONITORING APPLICATION

The Wareef DOC Monitoring Platform turns operational complexity into shared situational awareness: platform/service status, incidents, maintenance, shift handover and executive/operational reporting in one controlled view for faster coordination and stronger continuity.

Jan 2023 - Nov 2023

Morni (3rd Party Contract through Wareef United) | Riyadh, Saudi Arabia Interim Director IT / Project Manager

- Led IT initiatives across roadside assistance, auctions, insurance technology, call-center operations, websites, analytics and operational platforms.
- Managed Morni Auction and Roadside Assistance applications across planning, development coordination, testing, deployment, vendor performance and governance.
- Led cloud call-center migration to on-premise infrastructure; supported SAMA cybersecurity controls and Saudi data-residency initiatives.

Sep 2019 - Present

Orio Technologies | Karachi / Riyadh

Co-Founder | Project Management & Business Development

- Co-founded and managed delivery and business development across insurance, banking, logistics, courier, e-commerce and warehousing clients.
- Led delivery for Jubilee General Insurance, Bank Al Baraka, TCS, J. (Junaid Jamshed), Sentiments Express by TCS, MoveX Courier and FlyCourier.

Jun 2017 - Sep 2019

BlueEX Logistics & Supply Chain | Karachi, Pakistan

BI Reporting Analyst / Senior Project Manager - IT

- Built BI/reporting views for Sales, Operations, Call Center and Aramex stakeholders, aligning KPIs with department and CXO objectives.
- Managed IT and e-commerce initiatives for Gul Ahmed, Khaadi, METRO Online Store, Daraz Seller Center, Habitt and Jubilee General Insurance while coordinating DBAs, developers, operations and outsourced teams.

EARLIER LEADERSHIP FOUNDATION

2014 Aga Khan University | Assistant Manager Operations - Blended & Digital Learning Network

Coordinated faculty and technology stakeholders for Moodle-based digital learning, analytics and operating-process standardization.

2011 - 2014 Dockland Technologies | Head of Department - Virtual Business

Led a 20+ person team across client delivery, business development, recruitment, kickoff governance, tracking and issue resolution.

2007 - 2011 Machum Solutions / Clarus Technologies | Online Business, Business Development & Technical Recruitment

Built commercial, client-development, pre-sales and recruitment foundations supporting later project and delivery leadership.

SELECTED AI & TRANSFORMATION WORK

**NHCi Ejar & Sakani - Operational Handover & Knowledge Transfer
PROJECT MANAGER / TRANSITION LEAD**

Managed the Oivan-to-Wareef transition across business/technical KT, architecture and code understanding, resource onboarding, environment/access readiness, documentation, risk, SLA readiness and progressive Level 2 ownership through Business as Usual.

NHCi DOC - CMMI Level 3

PROCESS MATURITY & APPRAISAL READINESS

Implemented CMMI Level 3 practices, trained teams, established evidence/work-product discipline and supported process definition and appraisal preparation contributing to DOC certification readiness.

Wareef DOC Monitoring Platform

OPERATIONAL MONITORING & DIGITAL HANDOVER

Designed platform/service status, incident visibility, scheduled maintenance, executive/operational reporting and digital shift handover - creating a unified operational view for NHCi DOC.

AI RCA, Ticket Automation & RAG

AI-ENABLED OPERATIONS

Designed Claude/n8n workflows for incident analysis, ticket triage, task assignment, escalation and follow-up, with RAG retrieval across BRDs, historical incidents, operational documentation, technical references and codebases.

AI-Orchestrated Delivery - Wareef DOC Monitoring Platform / NHCi DOC

AGENTIC DELIVERY

Designed AI-orchestrated delivery that converts high-level requests into structured requirements, task graphs, implementation activities, documentation and verification outputs while preserving the project-management bridge between business and engineering.

Automated Visual Documentation & QA

PLAYWRIGHT / CHROMIUM

Built Playwright/Chromium workflows for user manuals, screenshots, UI walkthroughs and validation evidence, improving documentation, QA verification and handoff.

TECHNOLOGY & DELIVERY TOOLKIT

AI Orchestration / Automation: Claude AI, Claude Code, OpenAI, n8n, RAG, agentic and multi-agent workflows, prompt/context engineering, AI-assisted RCA, task routing and human-in-the-loop verification

Delivery / Engineering: GitHub, Jira, CI/CD, VPS environments, Vercel, Supabase, Playwright, Chromium; requirements shaping, delivery architecture, workflow design and implementation coordination

Governance / Operations: CMMI Level 3 implementation/appraisal preparation, SLA governance, incident/change management, production support, risk, capacity planning, vendor transition and service continuity

Data / Reporting / Verification: BI/reporting, Looker Studio, operational/executive dashboards, KPI design, service-performance visibility, automated QA evidence and documentation validation

CREDENTIALS BS Computer Sciences, FAST-NUCES, Karachi (2002-2006) | DTS-100 Digital Transformation Leaders, Riyadh | ISO 9001, Microsoft CRM, CMMI Level 3 implementation/appraisal, AI workflow automation, RAG, agentic systems, BI/reporting