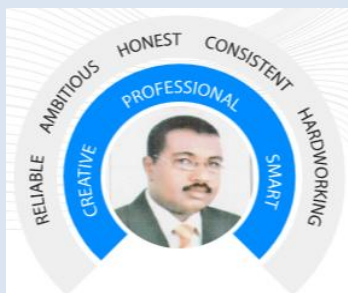


Abd Elgadier Barakat Mohammed

**Digital Transformation Senior
Consultant**

IT Documentation Advisor



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[in View Abd Elgadir Barakat's profile](#)
[☎ 966506986231](tel:966506986231)
[📍 Saudi Arabia](#)
[🌐 Sudan](#)

Dear Hiring Manager

I hold a Degree in Information Technology (IT) from the University Of Technological & Sciences - (U.T.S), & I hold an MBA & Professional Doctorate. I have over 20 years' experience in : Digital Transformation | IT Documentation.

I am skilled in Digital Transformation: (Leading and implementing projects : "Digital Transformation - IT Governance - IT Operation - IT Operating Model - IT Strategies - IT Documentation - Collection and classification Digital Service - Service Maturity Measurement" ...) . , Creating/developing digital transformation policies, and Business process governance). Measuring Digital Transformation "Qiyas" : (according to the methodologies of the Digital Government Authority) IT Documentation: (writing and designing software documentation, all types of: technical manuals, business process maps, Cybersecurity Writer, workflow diagrams, IT Policies-Plans ,and end-user manuals, online help, Web content, training guides, installation guides, proposals, CBT, Interactive Training,...Etc.)

In addition to my technical prowess, I am an excellent communicator, Experienced in Project Controls, Administration, leader. I have worked on small, medium, and enterprise-wide projects I am creative and fully conversant with many development and communications methodologies and understand the need to weigh process against productivity. I foster inter-team communications and help enable my team and project to succeed. I greatly enjoy helping teams succeed in meeting their deadlines for deliverables.

My goal is to work full-time with good and productive teams on interesting and engaging projects as a Digital Transformation Senior Consultant, Which Position matches my experience? or other management. Please review my resume and contact me at a suitable time for an interview. Thank you for your time and consideration,,,,,,,,,,,,,,,,,,,,,,,,,,,,, sincerely.

Resume

SUMMARY *Seeking position where I can employ my solid, technical and organizational skills to provide Digital Transformation in fast-paced, purposeful environment*

ROLES:

• Measuring Digital Transformation" Qiyas"	• IT governance	• IT operating model
• Process Engineer	• IT Documentation	• Digital Transformation
• IT Strategies	• Product Manager , Team Leader	• Technical Writer / UX writer
• Manage proposal process- Writer	• Orientation and training	• Technical Translator (English/Arabic)
• CRM System Management		

Tools

• Adobe Captivate	• Adobe Photoshop	• MS Project	• Adobe Acrobat Pro
• Help & Manual Professional	• Microsoft Office	• WordPress	• SharePoint
• Adobe Presenter	• RoboHelp	• Visio Professional	• Google Docs

INDUSTRIES

• Government / public sector Sys	• Banking	• Inventory Management
• Healthcare	• cybersecurity	• e- administrative systems
• Education	• ERP system	• technical content /web Content

Skills

• Problem-solving	• Instructional	• able to learn new skills	• Communication skills	• Technical reports
• Manager , leader	• Designer	• Strong client- facing and teamwork	• Artificial question design.	
• Proposals	• Process mapping	• Software development life cycle	• ITIL , Agile	• Transfer information graphically
• On time delivery	• Single-sourcing	• Teamwork	• Systematic	• User persona targeting
• Strong understanding of technical concepts.	• ability to communicate them clearly	• Excellent research, writing, and editing skills.	• Ability to work independently	• manage multiple projects simultaneously.

Projects

Top Projects (I'm fully implemented) / success rate Over 90%	Description
Digital Transformation Measurement "qiyas"	What is related to Makkah Municipality / Nozom Consulting . EjadTech, in the project of measuring transformation according to the policies of the Digital Government Authority
Service catalog	Collect electronic service information, and create a service catalog form
Create policies	Create, update and approve information technology& Cybersecurity and digital transformation policies/plans , and follow up on their implementation
Interactive Training / eLearning For Software	Create interactive training Materials for all e-services,(Simulation of an actual system, supported by voice and text messages, interaction with experimental data)
Online Help	Create an online help system supported by advanced research and full detailed
Sys. documentation	Create; update systems guides (user guide. Technical guide, operation..)
Electronic Training Academy	A project aimed at training by transferring experiences through electronic media
Technical Translation	Create & translate system documentation
Managing and Publishing Documents - Makkah	Classifying documents in the SharePoint system and making them available beneficiaries according to the authority to use the SharePoint system & V Control
IT operating model	Creating the operational model for information technology according to best practices.
IT governance	Governance of Information Technology

KEY IMPACT & ACHIEVEMENTS

- Led "Qiyas" digital maturity engagements for multiple government entities, improving alignment with DGA requirements and contributing to an estimated 20–40% improvement in national digital transformation rankings over successive cycles.
- Designed and governed the catalogue and classification of 100+ digital government services, enabling integration with national observatories and BI dashboards and supporting continuous monitoring of service performance KPIs.
- Established enterprise IT documentation and knowledge-management ecosystems (policies, procedures, manuals, online help, and e-learning) used by 2,000+ internal and external users, helping to reduce onboarding time and support requests for key systems
- Developed and implemented IT operating models and governance frameworks that clarified roles and decision rights for 10+ departments, reduced process overlaps, and improved service quality and accountability.
- Designed and deployed simulation-based e-learning and CBT platforms for government e-services, resulting in higher completion rates for training programs and measurable improvements in user adoption and digital readiness.



May 2026 - Present

Digital Transformation Senior Consultant

- I worked as a Resident Principal Consultant, where I led digital transformation projects (Qiyas), supervised the quality of outputs, approved It, ensured compliance with DGA requirements, and guided consultants and project teams to achieve approved goals and objectives.
- Conduct comprehensive digital maturity assessments covering digital services, technology systems, operational processes, data, governance, and organizational culture in accordance with Digital Government Authority frameworks and standards.
- Analyze digital gaps and develop strategic recommendations to address them.
- Develop an integrated digital transformation strategy, including the digital vision, strategic objectives, and key transformation pillars such as services, processes, technology, data, governance, and capability building.
- Design a digital transformation roadmap outlining prioritized initiatives and projects, timelines, key performance indicators, and return on investment.
- Align the digital transformation strategy with organizational goals and relevant national strategies.
- Lead customer-centric digital transformation initiatives and enhance user experience while promoting a digital-first approach.
- Oversee the digitization and automation of operational processes using modern digital solutions.
- Develop and enable data-driven strategies, including the use of advanced analytics and artificial intelligence to support informed decision-making.
- Provide advisory support on cloud transformation, system integration, and the selection of appropriate technology solutions in compliance with approved standards.
- Ensure the implementation of digital governance, cybersecurity, and data protection requirements across all digital transformation initiatives.
- Support the execution of digital transformation initiatives, monitor progress, and measure their impact on organizational performance.
- Apply change management methodologies and build digital capabilities to ensure organizational readiness and adoption of digital solutions.
- Foster a culture of innovation and continuous improvement through collaboration with cross-functional teams.
- Prepare and present periodic reports to executive leadership on the progress, challenges, opportunities, and outcomes of the digital transformation strategy.



Apr 2024 - May 2026

Digital Transformation Senior Consultant

- **Lead (and develop) the Digital Strategy and Transformation offering to clients/partners (Government and semi- Government entities).**
 - **Working as a consultant on digital transformation measurement standards. and Digital Government Authority methodologies**
 - **Collaborate with cross-functional teams to design and implement digital solutions, including cloud-based platforms, data analytics, artificial intelligence, and automation.**
 - **Collaborate with subject matter experts to gather information and ensure accuracy in content.**
 - **Edit and proofread content for clarity, grammar, and consistency.**
 - **Provide guidance and expertise to clients on emerging technologies, industry trends, and best practices related to digital transformation.**
 - **Drive cultural change within client organizations, fostering a digital-first mindset and promoting innovation and agility.**
 - **Develop and deliver training programs and workshops to build digital capabilities within client teams.**
 - **Stay updated on industry trends and emerging technologies to keep content relevant.**
 - **Act as a trusted advisor to clients, offering strategic guidance and insights to support their digital transformation journey.**
 - **Monitor and evaluate the progress of digital transformation projects, identifying risks and issues, and implementing corrective actions as needed.**
 - **Using my previous experiences in systems documentation and technical writing to create (digital transformation policies and procedures, digital transformation governance, systems documents, systems materials, technical reports....). And supporting the digital transformation process**
 - **Participate in designing and approving CRM governance frameworks, policies, and procedures aligned with national digital transformation standards.**
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**Digital Transformation Spt.
Digital Quality Service Manager
IT Documentation Advisor**

- **Ensuring Digital quality implementation within the Digital Transformation Center**
- **Establishing and reviewing requirements for measuring digital transformation according to the methodologies of the Digital Government Authority and supervising measurement standards to ensure achieving a high evaluation**
- **Ensuring the achievement of quality service standards**
- **Developing and updating quality procedures and standards for digital services development**
- **Develop policies, according to Digital Government Authority standards**
- **Determine strategic objectives**
- **Creating technical reports according to digital quality service standards**
- **Plan projects and timelines and deliver consistently**
- **Create and develop various documents/training materials for applications and develop, publish, and maintain defect-free documentation corresponding to release timelines & manage documents / Technical Report/Documents writing.**
- **Using my previous experiences in the creation & management of all kinds of Computer Systems Documentation (System Documentation, Technical Documentation, business process, end-user Documentation, Online Help, workflow diagrams, CBT, business processes, interactive training ...etc.)**
- **Find Out The need for, Policies/procedures/work plans/documentation**
- **Activating the use of specialized programs and tools in creating documents – manuals- and training materials**
- **Laid the foundation for documentation guidelines for writers and PMs that aid Documentation consistency.**
- **write sequential and logical workflow & management processes**
- **Reviewing and approving the content written by other Technical Writers.**
- **API documents, defining Requests for REST/SOAP API**
- **Understand the users and their personas to ensure content is accurate, complete, and Understandable**
- **Develop Website content, especially in the field of services and guidance of services**
- **Create and maintain online help systems and documentation portals.**
- **Marketing of new services, creation and dissemination of outreach and marketing materials for services**
- **Creation and develop the list of services and information of services, depending on the Yesser policies**

- **Supervision Of the Evaluate Government Services (Observatory) , By Provide records of the Municipality services and follow up on its evaluation**
- **A key member of Digital Transformation Measurement Team**
- **Member of BI & STRATEGY TEAM**
- **Apply the policies and requirements of the Digital Government Authority**



Adaptive Techsoft (ATS) - KSA
April 2011 – March 2013

Programs & Systems Documentation Specialist| Senior Technical Writer.

- **Establishing content layout and language standards for different types of documentation coordinating with product managers.**
- **Provide technical writing support to the organization**
- **Creating reports, producing data, creating manuals, or establishing**
- **Manage all proposal processes and request for information (RFP/RFI) responses**
- **Working with the team to increase the documentation happiness index and customer satisfaction.**
- **Understanding the technology and applications for which documentation is to be prepared.**
- **Select instructional and informational tools to build and easily maintain different types of printed and online system documentation and other materials.**
- **Using the selected tools with the adopted standards to prepare user manuals, training materials, installation manuals, configuration manuals, and technical manuals for company-built software**
- **Periodically updating the documentation to reflect software customizations. Respond to urgent technical writing requirements and project agreed deadlines.**
- **Develop innovative proposals and deliver strategic sales presentations**
- **devising new methods of documentation and studying for its implementation**
- **Assisting marketing departments in preparing brochures and technical proposals.**
- **Attending planning and requirements gathering meetings.**
- **Collaborating with developers and managers to clarify technical issues.**
- **Liaising with subject matter experts and Specialists.**
- **Researching and gathering the information required.**
- **Gathering and analyzing the information needs of the user.**
- **Organizing information according to the user's needs.**
- **Writing, editing, and presenting information in different formats.**
- **Indexing and cataloging material / preparing illustrations.**
- **Ensure Operational Procedures and Documentation are updated and well maintained.**



Ministry Of Justice - KSA - Operation Project
OCT 2000 - April 2011

Programs & Systems Documentation Specialist | Senior IT Technical Writer

- Planned, organized, designed, wrote, and edited end-user software manuals, training guides, installation guides online help systems, Web content, reference manuals, and procedures documentation
- Periodically updating the documentation to reflect software customizations.
- Ensure Operational Procedures and Documentation is updated and well maintained.
- Write and produce online help and Training materials for users in different formats
- Collaborate with Department managers, System/Business Analysts and developers.
- Organizing information according to the user's needs.
- Member of Application Quality Control Team
- Manage & Control Systems Updates
- Evaluation and testing systems
- Documentation Systems Procedures, provide training/meetings whenever required
- Participate in the preparation of applications seminars
- Create & Complete analysis documents Of Systems By Oracle Designer Such As: Functional Hierarchy, ER Diagram, and Process Modular.
- Writing, editing and presenting information in different formats.
- Ensure Operational Procedures and Documentation is updated and well maintained.
- Computer Director, Riyadh Elections, Center (64). NOV-2004_ -Des-2004

Special For Science Computer Engineering College - Sudan
Match 2000 –Sept 2000

Lecturer

- Teach Some Computer Courses.
- Courses Lab Tutorials.
- Preparing & Correcting Tests & Exams.
- Supervising Graduation Projects.
- Participated in Departmental Systems Development.
- Participated In The Administration Duties.

Education

- University of Technological & Sciences (U.T.S).
- Computer Man College For Computer Studies
- San Francisco State University
- NEVADA UNIVERSITY

Qualification



- (May 2025) NEVADA UNIVERSITY
Professional **Doctorate** in Strategic Planning and Innovation Leadership
- (May 2022 - Mar 2023) San Francisco State University
Master of Business Administration (**M.B.A.**)
- {1995 - 1999} University Of Technological & Sciences - (U.T.S)- Sudan.
Graduate In Information Technology (IT) Department _ With Grade Good (Very good in Graduation Project).

Certificate & Professional memberships

- Fundamentals of digital marketing– (*google. Certificate Number - 333 EWD HRE*)
- Strategic Planning Specialist
 - Membership No: 2033
 - Date: 14-12-2022
 - organization: International Compass Academy
- Business administration consultant
 - Membership No: 2033
 - Date: 16-11-2022
 - organization: International Compass Academy
- Certificate Of Information Technology - Certified Professional

Technical Courses

- ITIL 4 Foundation and Implementation Course
- Project management by using digital tools
- Total Quality Management Certification
- Scrum for Beginners + Scrum Master Certification Preparation
- implementation of Kaizen strategies in the work environment
- Measuring the level of electronic services
- valuable excellence services
- Project Management Professional, Training Course – PMP (*Riyadh - 36 hours*)

- **Oracle BI 11g Build Repositories - Oracle BI 11g Build Reporting**
- **SharePoint**
- **BI Concept Using Qlik View**

Workshops & Conferences

- **importance of business intelligence in digital transformation Workshop - Holly Makkah Municipality**
- **Digital transformation launch workshop - Digital Government Authority**
- **Leap Technical Conference - Riyadh interface**
- **Discussing Municipal Services list Workshop - Digital Government Authority**
- **2030 Vision workshop - Holly Makkah Municipality**

Refers

- **Asma Al-Maliki - Digital Transformation Projects Manager – "Estidamah "**
- **Zein Salas - Programs Manager - Nezam Consulting**
- **Eng. Mashhour alsawat Digital Solutions Manager @Holy Makkah Municipality**
- **Dr. Ibrahim Suleiman Abdullah - Vice Mayor for IT at Holy Makkah Municipality**
- **Talal al-yamani - - General IT Manager at Holy Makkah Municipality**
- **Dr. Nayef Hawsawi - Demand Dept. Manager at Holy Makkah Municipality**
- **Ahmed Alahmady - Holy Makkah Municipality Project Manager - Ibtikar Company**
- **Ibaa Al-Hanbali - Chief Consultant - at Adaptive TechSoft**
- **Dr. Salman al-Alshaik - Manager of General Department of Computer In Ministry Of justice**
- **Mohammed Al-Obeidi - Director of application Department in Ministry Of justice**