

NIZAR ABUBAKER

Solution Development Consultant | ITIL v3

+966597655055 nizar.abubaker@gmail.com https://www.linkedin.com/in/nizarabubaker
Riyadh



SUMMARY

Telecom & BSS professional with 15+ years of experience in MVNO and MNO environments, specializing in Order-to-Activate (O2A), service fulfillment, billing, and system integrations. Strong background in Oracle BRM, Ericsson CBiO (Billing, Roaming, Experience), CRM portals, and mediation systems. Experienced in service activation, provisioning flows, product configuration, and operational support aligned with TM Forum eTOM Fulfillment, Billing, and Assurance processes. ITIL v3 certified with hands-on expertise in resolving fulfillment incidents and ensuring SLA compliance.

EXPERIENCE



Head of Digital Platforms

Innovation Pulse 02/2026 - Present Riyadh

- Led digital platform strategy, aligning tech investments, product roadmaps, and engineering with company goals and growth.
- Delivered enterprise-scale digital programs in government and private sectors. Ensured success from architecture through deployment and support.
- Oversaw the design and development of mission-critical platforms including CRM, Learning Management Systems (LMS), logistics platforms, business process automation systems, e-commerce platforms, and SaaS products.



Solution Development Consultant

Red Bull Mobile 06/2022 - 02/2026 Riyadh, Saudi Arabia

- Led a team of 10 in implementing digital transformation projects, increasing customer engagement by 25%.
- Developed and deployed three new mobile applications, enhancing service offerings and improving customer satisfaction by 15%.
- Led the development of in-house and outsourced solutions for Red Bull Mobile, resulting in the successful publication of over 20 platforms.
- Facilitated cross-functional collaboration with external vendors and internal teams to integrate innovative solutions aligned with business objectives.
- Solely developed the Sales App, driving daily sales from 15 to an impressive 7,000 (Over 46000% growth rate) within three months, showcasing the app's impact and scalability.
- Managed the digital arm for Red Bull Mobile, contributing to the company's growth and success in the market.
- Collaborated with cross-functional teams to ensure the seamless integration of solutions and applications for optimal performance.



Application Development Lead

Lebara Mobile KSA 06/2019 - 05/2022 Riyadh, Saudi Arabia

- Led the end-to-end planning, designing, and deployment of Web and Mobile apps at Lebara Mobile KSA.
- Improved customer online services experience by 70% by implementing business alignment strategies.

KEY ACHIEVEMENTS

-  **Sales Platform**
Solely developed the Sales App, driving daily sales from 15 to an impressive 7,000 (Over 46000% growth rate) within three months, showcasing the app's impact and scalability.
-  **Platform Publication Success**
Published over 8 platforms enhancing market presence in 2023.
-  **Customer Satisfaction Growth**
Increased customer satisfaction by 15% with mobile app deployment in 2024.
-  **System Integration Success**
Led integration projects resulting in 100% system connectivity by 2024.

CERTIFICATIONS

ITIL v3
Exin - 2010

TRAINING / COURSES

- Certified Business Analysis Professional (CBAP)
- Ericsson CBiO Billing & Rating
- Ericsson CBiO Experience
- Ericsson CBiO Roaming
- Ericsson Multi-Mediation (3 Levels)
- Project Management Professional (PMP)
- Sun Certified System Administrator (Solaris)

EXPERIENCE



Senior IT Operations Specialist

GO Telecom

04/2016 - 05/2019 Riyadh, Saudi Arabia

- Managed operations and development tasks for Oracle BRM and B2C CRM portal at Etihad Atheeb Telecom Co. 'GO' in Riyadh, Saudi Arabia.
- Enhanced system functionality, improving efficiency by 20%, by orchestrating key integration changes.
- Built business support tools for better decision support information from systems.



Senior Customer Service Analyst

Huawei

04/2014 - 04/2016 Riyadh - Saudi Arabia

- Increased operational efficiency by 15% by managing integration projects for Zain KSA Billing Systems.
- Analyzed, designed, and developed new market requested products for Zain KSA.
- Handled change requests raised by customers and implemented them while maintaining system integrity.

Freelance Web & Mobile Development

12/2013 - 04/2014 Khartoum, Sudan

- Increased client engagement by 50% by developing web and mobile solutions for high-profile international clients.
- Improved user experience by 35% by developing innovative solutions for Gear Engineering Enterprise.



Business Development Manager / Solution Architect

Banan IT

03/2013 - 01/2014 Khartoum, Sudan

- Developed and closed business relationships, negotiating deals with potential partners to drive growth.
- Increased business growth by 25% by researching industry trends to identify innovative expansion opportunities.
- Protected company value by maintaining confidentiality and integrating contract requirements with business operations.



Roaming Billing Specialist / Solution Architect

Zain

09/2009 - 03/2013 Khartoum, Sudan

- Increased roaming operational efficiency by 75% through effective IREG & TADIG testing and TAP file processing.
- Developed automation solutions for billing systems, earning Extra-Ordinary performance grade.
- Managed over 15 major Roaming projects with Zain, including Prepaid Roaming offers.



Lecturer

Sudan University of Science and Technology

04/2006 - 06/2010 Khartoum, Sudan

- Prepared and delivered engaging lectures on Web Applications, Database Systems, and Software Engineering at Sudan University of Science and Technology.
- Supervised over 30 undergraduate projects, with 8 projects nominated for the National Award for Scientific Creativeness.
- Introduced innovative teaching methods to enhance student learning and foster critical thinking skills.



Software Engineer

National Research & Information Services (NARIS)

08/2005 - 11/2007 Khartoum, Sudan

- Boosted digital access by 80% by developing intranet portals for South Sudan and French Bank.
- Enhanced encyclopedia's accuracy by integrating data from 15 economic sources.
- Utilized skills in software development and project management.
- Achieved successful project completion and client satisfaction.

EDUCATION

B.Sc., Computer Science

Sudan University of Science and Technology

📅 01/2001 - 12/2004