

HAMED HAMID AL SULAIMANI



Omani, Male



alsuleimani90@gmail.com



+ (968) 99631990



Sultanate of Oman, Al Seeb



14th Nov 1990



www.hamedalsulaimani.com



EDUCATION

2023 - Ongoing

IE University - Spain (Online)

Master in Digital Transformation

2008 - 2014

Sultan Qaboos University

Bachelor of Science Honor Degree

Major: Computer Science



CORE COMPETENCIES

- ITIL Service Management, OSS Operations, Service Assurance.
- Vendor & Contract Governance, SLA & Contract Management.
- Monitoring Dashboards, Service KPIs, Availability & Performance Metrics.
- Executive Reporting, Trend Analysis & Operational Insights.
- OSS & Enterprise Applications, IBM FileNet, SharePoint.



WORK EXPERIENCE

Omantel Feb 2021 – Present

Senior Specialist Service Analytics & Reporting May 2026 - Present



Caretaker Service Analytics & Reporting Manager | Mar 2026 - Apr 2026

Caretaker Organization Applications Support Manager | Jan 2026 - Mar 2026

Team leader Operational Support Systems | Dec 2025 - Mar 2026

Caretaker Team Leader, OSS | Jul - Dec 2024

Senior System Analyst | Feb 2021 - Dec 2024

- Governed availability and performance of critical OSS and enterprise applications with 24/7 operational coverage.
- Oversaw monitoring dashboards, service health visibility, and operational alerting.
- Defined and governed service KPIs, availability, and performance metrics.
- Delivered executive-level service performance insights and operational summaries.
- Ensured accuracy and integrity of operational and management reporting data.
- Managed vendor contracts, renewals, SLAs, AMCs, and invoice validation.
- Supported audit readiness, compliance activities, and governance documentation.
- Acted as caretaker manager overseeing teams, vendors, and operational decisions.

Public Authority for Social Insurance (PASI) Jul 2019 – Feb 2021

Senior Application Developer | IT Department



- Developed and maintained the PASI SharePoint Portals and mobile applications, improving user experience and performance.
- Spearheaded website development projects to enhance digital services for PASI.

Oman Airports Jun 2017 – Jun 2019

Application Developer | ICT Division



- Designed and implemented mobile, web, and desktop applications, contributing to the digital infrastructure of Oman Airports.
- Collaborated with cross-functional teams to develop API solutions and optimize business processes.

Ministry of Endowment & Religious Affairs Oct 2014 – May 2017

Web Developer & Mobile App Developer



- Developed and supported mobile and web applications for internal and public use, increasing accessibility and service delivery.
- Collaborated with internal teams to ensure the smooth integration and performance of mobile solutions.



Interactive CV



OBJECTIVE

OSS and Digital Operations Leader with 12+ years of experience across service operations, monitoring, analytics, governance, and enterprise platforms within telecom and public sector environments. Proven capability in ensuring service availability, KPI reporting, vendor and contract governance, and security-aware operations aligned with ITIL and modern observability practices. Experienced caretaker manager leading teams, vendors, and operational decision-making.

SKILLS

Technical Skills:

Programming Languages:

C++, C#, ASP.NET, ASP.NET Core, PHP, Python, Visual Basic.NET, WCF, WPF, Web APIs

Mobile & Web Development:

Swift, iOS, Android, Flutter, Ionic, Angular, Java Servlets

Database Management:

Oracle, SQL Server, FMDB

Networks: CCNA I Certified,

Enterprise Solutions:

IBM FileNet Content Manager, SharePoint,

Cloud & Digital Transformation:

Industry 4.0, Coding for Analytics

Project Management:

Agile methodologies, Vendor management, Contract renewals

SKILLS

Interpersonal Skills:

- Very good Presenter.
- Ability to work to specifications.
- Ability to work in a team.
- Effective communication skills.
- Leadership

CERTIFICATIONS

Certified User Experience Specialist (Akendi).

CCNA I (Cisco).

LANGUAGES

ARABIC
ENGLISH

HOBBIES

Like to be up-to-date in IT knowledge.
Give presentations.
Reading topics related to Technology.



COURSES

- **Omantel AI Academy Specialized Track** Aug - Sep 25 (Arizona Univ)
- **Digital Transformation Program (Master):** IE University
 - Business Tech Strategy and Managment Jan 26
 - Decision Making Analytics Nov 25 - Digital Strategy Oct 25
 - **Generative AI Strategy** Sep 25 - **Data Visualization** May 25
 - **Machine Learning** Jul 25 - **Blockchain** Feb 25
 - XR & Metaverse Jun 25 - **Data Statistics** Jan 25
 - Cybersecurity Nov 24 - **Data Modeling** Oct 24
 - **Industry 4.0** Sep 24 - **Coding for Analytics** Jul 24
 - **Introduction to Data Science** May 24
 - Operations and Supply Chain Apr 24
 - Leading High-Performance Teams & Org Performance Mar 24
 - Corporate Entrepreneurship and Mindset Feb 24
 - Introduction to Finance Dec 23
 - Customer Centricity Nov 23
 - Foundations of Strategy Oct 23 - Foundations of Marketing Sep 23
 - Financial Accounting for Strategic Decision Making Jul 23
 - Understanding the Economic Environment Jun 23
- **Certified IT Service Manager** Apr 25
- **Agility and Adaptability** Aug 24 (Boost)
- **Strategic Thinking** Aug 24 (LinkedIn)
- **Leadership Skills for The Future** Feb 23 (LinkedIn)
- **Project Management Skills for Leaders** Dec 22 (LinkedIn)
- **Shane Snow on Storytelling** Oct 22 (LinkedIn)
- **Overcoming Complexity** Sep 22 (LinkedIn)
- **What is Web3** Sep 22 (LinkedIn)
- **Catalyzing Digital Transformation** May-Sep22 (Stanford University):
 - Introduction to Design Thinking.
 - Foundations for Digital Transformation.
 - **Turn Data into Insight with Predictive Modeling.**
 - Product Management: Transforming Opportunities.
- **Tools for Data Science**, IBM Feb 22 (Coursera)
- **What is Data Science**, IBM Aug 21 (Coursera)
- **Critical Thinking** Jun 21 (LinkedIn)
- **Problem Solving Techniques** Mar 21 (LinkedIn)
- **PCAP: Programming Essentials in Python3** Feb 21 (Cisco)
- **Learning Google Flutter for Mobile Dev** May 19 (LinkedIn)
- **Developing Web Applications using HTML5** 24 - 27 Jun 2019
- **Internet of Things** 28 Apr-02 May 2019
- **Developing Applications using Angular (QA)** 23-27 Dec 2018
- **Software Testing with Visual Studio (GK)** 09-13 Dec 2018
- **IoT Online course (nadrus.com) organized by ITA**
- **BI Reporting** 23-27 Sep 2018
- **WCF and Web APIs (OHI)** 05-09 Nov 2017
- **ASP.NET MVC at (EXCEED IT S&T)** 23-27 Jul 2017
- **iOS & Hybrid course at SAS ITA** 27 Mar - 23 Jun 2016
- **User Experience course (Akendi)** 6-17 Dec 2015
- **E-Accessibility workshop** 18-28 May 2015
- **WordPress (Al Alawi Training Center)** 29 Jun - 3 Jul 2014



PROJECTS

DESKTOP & WEB APPLICATIONS

- Leaderlyom LMS **WordPress**
- PASI Website **WordPress**
- Naqsha Ecommerce **WordPress**
- Homy **WordPress**
- Performance Appraisal **Angular & Web API**
- Sadku Dashboard **ASP.NET Core & Web API**
- Glorious Employee Award **ASP.NET**
- Internal Auditing System **ASP.NET**
- Organization Chart **ASP.NET & SWiSH MAX**
- Point of Sale System **WPF(C#)**
- Job Posting System **ASP.NET**

MOBILE APPLICATIONS

- Omani Calendar App (Taqweem Oman)
iOS & Android - Native
- Sadku **iOS & Android - Native**
- Opera Galleria **iOS & Android - Hybrid (Ionic)**
- Mzdad Marketplace **iOS & Android - Native**
- Naqsha **iOS & Android - Hybrid (Flutter)**
- TaminatOman **iOS & Android - Hybrid (Ionic)**
- PASI Forum **iOS & Android - Hybrid (Ionic)**
- PBS System **Android - Native**
- OPS Dashboard **iOS & Android**
- Fresh Food **iOS - Native**
- Mobile Point of Sale System **Android - Native**
- Airport Periodic Equipment Inspection
iOS & Android - Hybrid (Ionic)
- Ayshay **iOS & Android - Hybrid (Ionic)**
- Asalah **iOS & Android - Hybrid (Ionic)**
- Hujuzati **iOS & Android - Hybrid (Ionic)**
- OAMC Corporate App **iOS & Android - Hybrid (Ionic)**
- Discover Dhofar App **Android - Native**
- Al Salah App **iOS - Native**
- Sfouh Al Wadi **Android - Native**
- Nizwa App **Android - Native**
- WakeUp App **Android - Native**
- Android Mobile Voting System **Final Year Project**



PARTICIPATIONS

- Organizer in PASIthon 16 - 18 Jan 2020.
- Participated in Hajj Hackathon and got Guinness World Records certificate 1 - 3 Aug 2018.
- Participated in the opening of Muscat International Airport Mar 2018.
- Participated in Smart Cities Hackathon Matrah 3-4 Nov 2017.
- Participated in Muscat international airport trails and opening 2017.
- Participated in Google Hash Code 24 Feb 2017.
- Participated in Ruwad 2307 Competition 2015.
- Participated in SAS48 Competition 2014.
- Attended Oman App Academy May 2014.
- Participated in Comex 2014 & 2015.
- Attended Microsoft Oman Open Door 17 Feb 2014.
- Participated in Oman Summer of Code 2013(LBS Competition) - organized by ITA.
- Attended Free & Open Source Software Conference 18-19 Feb 2013.
- A presenter in Science festival 2011, 2012 and 2014.
- A member in Computer Science group 2009-2013.