

## Contact

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(LinkedIn)

## Top Skills

Business Strategy  
Change Management  
Digital Transformation

## Languages

Arabic (Native or Bilingual)  
English (Full Professional)

## Certifications

Microsoft Dynamics AX 2012 R3  
CU8 Installation and Configuration  
Microsoft Dynamics AX 2009  
Installation and Configuration  
Microsoft Dynamics AX 2009  
Financials  
Financial Management in Microsoft  
Dynamics 365 for Finance and  
Operations  
Six sigma green belt

## Honors-Awards

Best achiever in 2011  
Best achiever in 2012  
Best achiever in 2016  
Best achiever in 2018

# Amr Basyouny

CIO | Business & Technology Transformation | ERP Strategy & Enterprise Applications | Process Enhancement & Gap Analysis | Retail, Manufacturing, Construction & Oil & Gas  
Riyadh, Saudi Arabia

## Summary

Chief Information Officer (CIO) with 20+ years of experience leading Business and Technology Transformation initiatives across Retail, Manufacturing, Construction, and Oil & Gas industries. Throughout my career, I have successfully led ERP, Infrastructure, and Digital Transformation programs, helping organizations improve operational efficiency, strengthen governance, optimize business processes, and achieve measurable business outcomes. My expertise spans SAP, Microsoft Dynamics 365, Oracle, Odoo, Microsoft Technologies, Infrastructure Modernization, Data & Analytics, and Enterprise Applications. One of my key strengths is bridging the gap between business and technology by performing process assessments, gap analysis, and transformation planning that align technology investments with strategic business objectives. Beyond technology, I am passionate about building high-performing teams, developing future leaders, establishing strong vendor partnerships, and creating collaborative environments where people can perform at their best. Throughout my career, one of my strongest differentiators has been the ability to build, lead, and retain effective teams that consistently deliver business value and sustainable results. Core Areas of Expertise: • Business & Digital Transformation • Process Enhancement & Gap Analysis • Team Leadership & Organizational Development • ERP Strategy, Selection & Implementations • IT Governance & Strategic Planning • Program & Project Leadership • Vendor & Stakeholder Management • Data Analytics & Business Intelligence • SAP | Dynamics 365 | Oracle | Odoo • Infrastructure & Technology Operations

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## Experience

Sanabel Alsalam Co.  
Chief Information Officer

August 2025 - Present (11 months)

Riyadh, Saudi Arabia

- Leading enterprise-wide technology strategy and digital transformation initiatives supporting business growth across 150+ branches in Saudi Arabia.
- Leading the SAP S/4HANA Public Cloud transformation program, driving process standardization, governance, and business modernization, aligning technology modernization with operational excellence and business objectives.
- Driving process enhancement, governance, and business optimization initiatives through gap analysis and technology-enabled transformation.
- Leading Infrastructure, Cybersecurity, Business Applications, Digital Solutions, Enterprise Architecture, and Data & Analytics functions.
- Establishing a modern digital workplace leveraging Microsoft 365, SharePoint, Power Platform, Teams, and Power BI.
- Building and developing high-performing IT, Infrastructure, Business Applications, and Digital teams to support organizational growth.
- Leading enterprise analytics and reporting initiatives, enabling data-driven decision-making across Finance, Operations, Supply Chain, and Retail functions.
- Managing strategic vendor relationships, technology budgets, contracts, and service delivery performance.
- Collaborating with executive leadership to align technology investments with corporate strategy and Vision 2030 objectives.

Abdullah Al Othaim Investment Co.

Business Application Manager

May 2024 - July 2025 (1 year 3 months)

Riyadh, Saudi Arabia

- Led enterprise business applications strategy, support, and optimization initiatives across multiple business functions.
- Conducted business process assessments and gap analysis to identify opportunities for automation, efficiency improvement, and operational excellence.
- Managed ERP enhancement initiatives, application lifecycle management, vendor coordination, and solution delivery.
- Worked closely with business stakeholders to translate operational requirements into scalable technology solutions.
- Supported digital transformation programs through process redesign, application modernization, and governance improvements.
- Managed application budgets, project planning, software evaluations, and vendor negotiations.

- Established policies, procedures, and best practices for enterprise applications management and support.

## Overseas Gas

(CIO) Head of Digital Transformation and IT

May 2023 - May 2024 (1 year 1 month)

Cairo, Egypt

- Led enterprise-wide digital transformation initiatives focused on operational efficiency, process optimization, and business enablement.
- Developed and executed the organization's technology roadmap, aligning digital capabilities with strategic business objectives.
- Directed Infrastructure, Business Applications, Information Security, and Digital Solutions functions.
- Drove process enhancement initiatives through business analysis, gap assessment, and technology adoption programs.
- Established governance frameworks, policies, and performance management practices to improve operational effectiveness.
- Collaborated with executive leadership and business stakeholders to identify transformation opportunities and deliver measurable business outcomes.
- Led vendor management, budgeting, technology procurement, and strategic partnerships.

## El Abd Group

Director of Information Technology

November 2021 - April 2023 (1 year 6 months)

Cairo, Egypt

- Led the organization's technology strategy, infrastructure modernization, and business systems transformation initiatives.
- Directed Infrastructure, Information Security, Business Applications, ERP, and IT Operations functions across the enterprise.
- Established IT governance frameworks, operational standards, policies, and performance management practices.
- Led business continuity, disaster recovery, cybersecurity, and risk management initiatives to ensure operational resilience.
- Managed enterprise technology budgets, vendor relationships, procurement activities, and service delivery performance.
- Partnered with executive leadership to align technology investments with business objectives and organizational growth plans.
- Built and developed high-performing IT teams while strengthening operational efficiency and service quality.

- Drove infrastructure optimization, process improvement, and technology modernization initiatives across multiple business functions.

## Itsalat International Company

### Information Technology Application Manager

July 2012 - June 2021 (9 years)

Cairo

Started as IT Applications Manager and progressively advanced into a senior leadership role, ultimately serving as Deputy IT Director while leading major business transformation, ERP, and enterprise technology initiatives across a multi-national organization operating in several countries.

- Led enterprise applications strategy, business process transformation, and technology enablement initiatives supporting regional operations.
- Directed large-scale ERP implementation, upgrade, and optimization programs including Microsoft Dynamics AX and related enterprise solutions.
- Partnered with business leaders to analyze, redesign, and optimize end-to-end business processes across Finance, Supply Chain, Procurement, Inventory, Sales, and Operations.
- Managed cross-functional teams, consultants, vendors, and project resources to successfully deliver strategic technology initiatives.
- Established governance frameworks, project management standards, IT controls, and service management practices based on ITIL principles.
- Led business requirements gathering, gap analysis, solution design, testing, deployment, and post-implementation support activities.
- Oversaw enterprise applications, infrastructure services, Microsoft technologies, collaboration platforms, and regional support operations.
- Developed technology roadmaps, business cases, project budgets, and transformation plans aligned with organizational objectives.
- Collaborated with executive leadership to drive innovation, operational efficiency, business continuity, and organizational growth.
- Recognized for building high-performing teams, developing future leaders, and successfully delivering complex transformation programs across multiple countries and business functions.

i2

### IT Applications and Database Section head

October 2010 - July 2012 (1 year 10 months)

# Fully Dynamic AX4 Implementation in Egypt as a standalone company.

# Upgrade into Dynamic AX2009.

- # Fully new implementation after dropping the (132) customization that was created in AX4 and working as the standard AX 2009 application.
- # Implement Hand Held (Sales automation system) and finalize the integration with Dynamic AX2009.
- # Co-operate with Partners companies to guarantee the best output for the business needs.
- # Install and configure Exchange 2007 in Egypt also as a standalone company
- # Backup and disaster recovery Plan.
- # Dynamic AX and networking Support.
- # Implement Helpdesk system (Adventnet) depending on ITIL foundation v3.

## Global Systems

### IT Applications Functional Consultant

January 2010 - October 2010 (10 months)

#### Egypt

- # Implement Oracle application for customers
- # Sys admin (Install, support and patching oracle application)
- # Procure to pay and Order to Cash work cycles
- # General ledger, Receivables, Payables and inventory module in financial and logistics modules
- # BOM, WIP, MRP, Quality and Cost Management modules in manufacturing
- # Install and Support Servers for Domain, Isa, Exchange and Oracle
- # Network installation and support
- # Support and implement infrastructure for outsourced companies

### i2 Group (24 countries)

#### Help Desk Specialist and ERP support

August 2008 - January 2010 (1 year 6 months)

#### Dubai

- # Citrix setup and users access for The Company Applications Thru Web
- # Controlling the helpdesk software (Assign tickets to the right technician, follow up the case of the tickets and closing it)
- # Follow up with the tickets and update it to a requests, problems or Changes and save all the right solutions to build the ITIL
- # Supporting Active directory and Exchange for all the 24 countries
- # Using remote supporting tools
- # Solving computer software and hardware problems
- # Solving network problems for the 24 Countries
- # Cisco IP Phones
- # Call Manager

- # Domain, ISA and Exchange 2007 Admin
- # Dynamic AX application and Business Admin (for the 24 countries)
- # Implement and support The below Dynamic AX modules:
- # General Ledger
- # Account receivable
- # Account Payable
- # Inventory management
- # Bank
- # Administration
- # Help in the Implementation of the Dynamic AX in KSA, Dubai and Egypt

i2

1 year 9 months

Help Desk Specialist

July 2007 - August 2008 (1 year 2 months)

- # Supporting i2's applications (Check-in program, and other Internal Used Systems)
- # Solving computer Regular problems (Software – Hardware)
- # Solving network problems
- # Using remote supporting tools
- # Cisco Switches and Routers
- # Helped in Axapta implementation in Egypt
- # Axapta application Support ( Application and Reports Customization)

Retail Controller

December 2006 - July 2007 (8 months)

Egypt

- # General Ledger
- # Account receivable
- # Account Payable
- # Inventory management
- # Bank

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## Education

Business administration and financial

Bachelor's degree, Accounting and Business/Management · (2002 - 2006)