

# Hassan ISMAIL

Data Science/Analytics, IT Business Partner/Project Manager

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## PROFESSIONAL SUMMARY

Seasoned IT professional specializing in driving digital innovation and transformative initiatives, Data Solutions and Project Management. Adept at leading cross-functional teams to deliver innovative data-driven solutions while aligning technology initiatives with business strategies. Skilled in overseeing end-to-end project cycles, from requirement gathering and project planning to implementation and risk management. Proficient in leveraging advanced data analytics, cloud services, and data management tools to drive transformative IT projects, ensuring alignment with organizational goals and delivering exceptional value. Proven track record in driving digital transformation, implementing data governance best practices, and fostering strong collaborations between IT, business stakeholders, and vendors to achieve seamless project delivery.

## EXPERIENCE

### Amazon Web Services

Nov 2021 – present

### Data Analytics CE

- Working on Data Analytics, collection, processing, storage, streaming and Search Services and technologies.
- Apply advanced troubleshooting techniques to provide unique solutions to our customers' individual needs.
- Drive customer communication during critical events.
- Drive projects that improve processes and our customers' technical support experience.
- Work on critical, highly complex customer problems.
- Provide consultancy to clients to develop data analytics solutions that meet their requirements.

### Goodman Fielder

Aug 2019 – Nov 2021

### IT Project Manager/ Business Analyst

- Project Management and delivery using agile/waterfall frameworks.
- Data initiatives, BI and ML, migration, governance, reporting and visualisations.
- Digital transformation, change management, and enterprise analysis.
- Stakeholders' management, and vendors relationship management.
- Liaise with relevant business change teams to gather technical and non-technical business requirements
- Requirements Management and documentation.
- Support development of Business Cases for identified opportunities
- Project/program activities, resources planning, scheduling, cost estimation, RFP, change control and risk management.
- Risks and issues analysing and management
- Progress monitoring and project documentation.
- Identify opportunities for training needs across the organisation.
- Collaborated with diverse business units (Finance, Commercial, HR, R&D, Sales) to align technology initiatives with organizational goals.

### Sanofi

Feb 2015 – Dec 2017

### ITS Manager/ Business Partner

- Acted as the primary liaison across business units, overseeing process improvement changes and aligning technology with business goals.
- Developed and implemented IT roadmaps, managed vendor relationships, and ensured efficient IT services delivery.
- Understanding the goals of the overall business and individual departments, and partnering with the head of units to create strategic business plans.
- Perform gap analysis and translate business needs into technology requirements for IT development.

- Plan and prioritize project features and supervise the progress.
- Solutions release plans including developing and gaining acceptance and set expectations for the delivery of new features/functionalities.
- Working with Security, Compliance and Legal to maintain Information Security and SOPs.
- Manage the proper ITS services delivery to customers and ensure understanding the new technologies and help resolve issues.
- IT budget, scheduling expenditures, analysing variances, initiating corrective actions.
- Business Continuity Plan and Disaster Recovery Plan.
- Information knowledge management. Collaborate with IT teams and business to manage implementation, training, and support.

#### **Khatib&Alami**

Aug 2013 – Feb 2015

#### **IT Officer**

- Active Directory, Manage user accounts and access.
- Vendors management, IT purchase, installation, troubleshooting and user training.
- Data storage, backup, and information management.

#### **ULTARIA Group**

Dec 2011 – Aug 2013

#### **Web Development Manager**

- Building and managing a team of designers and developers.
- Customer relationship management.
- Analyze, document, and present the solution requirements to the development team.
- Project scope and managing timeline and resources.
- Project documentation.
- Orienting, training, assigning, scheduling, coaching team members.
- Updating job knowledge by tracking technology advances.
- Contribute to the development tasks when required (PHP, MySQL, Drupal, technologies).

#### **AGE**

Aug 2009 – Dec 2011

#### **Digital Marketing Manager**

- Managing a team of social media specialists and developers.
- Work closely with Advertising Agencies, technical, sales, and marketing teams and project managers to maintain site standards about new development.
- Researching and reporting on external opportunities
- Inputs to the developing of the marketing strategy plan
- Review new technologies and keep the company at the forefront of developments in digital marketing

#### **System Administrator**

- Information Security and IT Policies.
- CRM, and other Information Systems administration
- Manage user accounts and permissions (windows server)
- Installing Hardware and Software, backups and archives.
- Data Migration from Access and Excel to MSSQL

#### **Freelancer**

2004 - 2013

#### **Web Developer and Designer**

- Web solutions development and design.
- PHP, mysql, ASP.NET, MSSQL, JS, CSS, Ajax, symfony, Drupal, and many other php-mysql frameworks, CMSs and scripts.

## **EDUCATION**

#### **RMIT University**

Australia  
2020 – 2023

#### **Masters of Data Science Strategy and Leadership**

- Apply technical skills that expand the knowledge of data and how it can be leveraged across sectors and industries

- Effectively lead data science and analytics teams (DSA teams) or analytics-centred functions to drive business solutions.
- Solve business issues with machine learning and AI.
- Ensure ethical data management and accurate data outcomes.

**La Sapienza University**  
Rome, Italy  
2017 – 2019

**Masters of Data Science**

**Syrian Virtual University**  
2017 – 2019

**Masters of Web Science**

**Tishreen University**  
2002 – 2007

**Bachelor of Computer Networks and Systems**

## ADDITIONAL COURSES AND TRAINING

**Leadership Program:** Cambridge Academy for Higher Education

**PMP Preparation Course:** Maples Project Management

**Lead I Program:** Sanofi

**Working Effectively in Complex, Remote and Multi-Cultural Environment:** Akteos

**Program & Project Management KSF:** IS Academy – Sanofi

**Talent Management - The Passionate Leader:** TTM Associates

**Implementing Data Warehouse MSSQL Server 2012:** New Horizons

## SKILLS AND EXPERIENCES

Business Partnering, Solution Delivery, Project Management, Change Management, Stakeholder Management, Requirements Gathering and Tracking, Cost-Benefit Analysis

Data Analytics, Data Governance, Data Framework, Python, R, Machine Learning, Data Collection, GIS

Cloud Services, AWS, Drupal, WordPress, Symfony, SQL.

Problem solving, Initiative, Team Leader.

Personal Website: [hassan-ismail.com](http://hassan-ismail.com)

LinkedIn Page: <http://www.linkedin.com/in/hmismail>

Projects: <https://github.com/ha-ismail>