Jamal Hashmi

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Website   **LinkedIn**

Have a very unconventional, global profile:
- Delivered SLAs & Projects in 40+ countries, lived in 3 continents.
- Took assignments that no one else would do.
- Delivered Benchmarks that were exceptional.
- Handled Clients that were complicated.
- Managed Projects that were deemed high risk.
- Ideated on ventures that remain market opportunity.
- Have delivered successfully across consulting, shared services, eCommerce, digital transformation, payments, healthcare and GenAI projects
- Passionate to solve problems, train teams and build client satisfaction benchmarks
- Delivered one of the most impressive SAP rollout project in USA ([link](#))

On personal note: Drive fast but responsibly; Always reading and learning; Focus on family.

What am I looking for: A challenge to deliver impact outcomes .

Notable Skills: Problem Solving, Crisis Mgmt., Team Building, Solution Architecting & PMO, Digital Transformation, Data based transformation, Executive Leadership, Management Consulting, Digital Strategy, Advisory, Contracting & SLAs, People Development, Client Servicing & Pre-Sales, Stakeholder Engagement., Cloud Solutions, Business Case to Implementation to Operational Processes Design.

Solution Architect & Delivery Lead, Xtrategise, UAE   **July 2018 – Current**
Delivered tailored solutions for varied client scenarios across sectors/services:

Healthtech
- Working on architecting Remote Patient Care & Monitoring (RPC&M) solution using GenAI, wearables, home devices, IoT, Cloud, HL7 compliant APIs & Digital Health Passport App.

- Designed the strategy for Rapid Test Kits (pre-covid) for multi-disease diagnostics across diversified areas like Prisons, Old Age Homes, Drug Clinics and others.

- Build heatmaps and strategy for digital Hub&Spook healthcare enablement for large Public health impact access to quality healthcare with embedded payments via shortcode/prepaid.

CloudTech: Strategy collaboration with **AWS** showcasing GenAI services platform for RPC.

Fintech: Built payments switch for Fintech reducing TCO by 30% on ISO8583

Mgmt. Consulting: Reduced sales costs by 20% and improved customer cross-sell by 40% for IT Company as well as aided multiple Banks for Digital Transformation & Revenue Strategy

- AWS Gen AI Services
- IoT & Mobile Apps
- Wearables & AI in Healthcare
- Cloud Solutions
- Embedded Finance Solutions
- Transformation Strategy
- Payments Consulting
- Pre-sales Solutioning
- Projects Delivery
- Design-2-Delivery
- Presentation/ Business Case

- Regulatory Documentation
- RFPs & Tenders Buildup
- TOGAF & Agile PMO

- Compliance & Controls
- Risk Mapping (RACI)

Product Development Lead, iOL Pay, UAE — July 2021 – Jul 2022
Delivered tailored solutions for varied client scenarios across sectors/services:

Hospitality Fintech
- Fractional CPO position to build the world's first cross border, merchant-of-record solution, automating payments to bank-in to reconciliation in multiple currencies. Stripe, Mastercard, NIUM and others.
- Solution architected global wallets, integrations & controls. Project delivered on time.

- Financial Recon. Engine
- 200+ payment methods
- Rest APIs & Integrations
- BaaS /KYC Integrations
- Oracle, OHIP, OPI
- Mastercard STP/MPGS

PMO Lead, PaymentsFusion Pvt. Limited, Pakistan — May 2015 – Nov 2018
Delivered the largest single payment systems consolidation platform in Country integrating Debit cards, Credit cards, Prepaid cards, ATMs & Internet & Digital Banking channels:

Payments & Banking Strategy
- Rolled out digital transformation strategy & ATM switch for 34-branch Samba Bank.
- Consolidation of 1 million ATM cards and 300,000 Credit Cards, 600+ ATMs on a single Euronet Cloud Platform moving from Visa to Mastercard.

- Euronet ITM Switch
- Temenos T24 Integration
- Fraud Mgmt. System
- ISO8583 Integration
- Bank Digital Strategy
- New Revenue Models

Strategic Delivery Consultant, Xtrategize Consulting, Malaysia July 2012 - Aug 2015
Delivered cross industry projects with high impact and first-time deliverables for:

Data Analytics
- Advised politicians to win elections improving turnout & canvassing using electoral data.
- Helped MDEC with floods crisis management using data dashboards & insights to deploy resources and prioritisation.

eCommerce Campaigns & Marketing
- Designed the first eComm rollout for Philips Malaysia resulting in +3% sales increase
- Designed and rollout out 1st social media data-based campaign for Maybank Malaysia

- Strategic Mgmt. Cockpits
- eComm Strategy
- Portals & Dashboards
- eCommerce Operations
- Social Campaigns & Monetization
- Stakeholders Enablement
- Public Sector Delivery

IT Project Leader (SNAP), BASF Corporation, USA — Jan 2010 – June 2012
Expat assignment to convert North America operations from outsourced to in-house:

SAP Project Rollout *delivered a* **USD15M SAP Projec**t &

Operations on-time, under-budget with 99.98% SLA with no CRs for 6 months post GoLive.

- *Case study [video](#) by SAP*
- PMP

IT Governance Lead, BASF SE, Germany   **May 2007- Dec 2009**
- Setup **Global IT & Data Governance** for HR systems & data for [BASF](#) Group worldwide for the 1st time under Group IT Services in Germany for 60 Countries, 7 SAP instances.
    - Set global data standards for Master-Data-Mgmt. (MDM) & global nomenclature.
    - Rolled out SAPHR in Europe/South America for 54 Countries 39,000 employees.
    - Setup global data governance team, set standards & successfully transitioning-out.

Project & Operational Lead-HR, BASF (BASC), Malaysia   **Apr 2005- Apr 2007**
- Rolled out SAPHR in APAC for 16 Countries (16,000 employees, 350 companies).
- Designed operations, recruit team and set the operational SLAs at 99.98%
- Saved 1.5M Euro in Asia by standardizing reporting and reducing customization.
- Set global standards and reduced headcount by 1/3rd in each country saving 20% pa.

Solution Architect & Ops Lead, Vsource, Malaysia   **Apr 2003- Apr 2005**
- Ran outsourced payroll operations for NetApp in 15 countries delivering on SLA.
- Ran outsourced payroll operations for Intel in 5 countries delivering on SLA.
- Solution architected for multiple clients as part of pre-sales work.
- Defined operations processes and controls checkpoints for 99% SLAs.

SAP SME Business Lead, iPrentis Sdn Bhd, Malaysia   **July 2000 – Mar 2003**
- Ran outsourced payroll operations for Motorola, Intel & Philips Malaysia
- Ran SME outsourcing for SAP and built the product to pre-sales structure.
- Improved operational efficiency by 20%, increased customer satisfaction.
- Ran data centre to operational processes and optimised to run with minimal FTEs.

Consulting Manager, PWC, Pakistan   **Aug 1997- Apr 1999**
- Restructured warehousing operations at pharmaceuticals, reducing costs by 15%.
- Redesigned largest newspaper printing operations improving yield by 10%.
- Redesigned Federal Tax Collection system resulting in PKR150Million savings.

Educational /Expert
- Bachelor of Science (BSc.) in Industrial Engineering, Colorado State University, Pueblo, CO, USA. May 1997
- SAP HR Certified – 1999
- AWS Business Solutioning & Solution Architecting - 2024