

# KASHIF I. MOHAMMED

MBA, PMP, PMC, CSM, LSSGB, ITIL

## Chief Information Officer – Chief Technology Officer – VP of Technology

### Streamlined IT Operations & Global Infrastructure & Enabled Organization Through: Digital Modernization, Value-Driven Technology, & Turnaround Leadership

P&L TO \$30M - TEAMS TO 90+ - GLOBAL OVERSIGHT - MID-SIZED TO LARGE TECHNOLOGY SERVICES COMPANIES

Growth-focused software technology and business turnaround executive with success developing organizational technology improvement plans, defining architectural standards, providing enterprise-wide direction on use of innovative technologies, aligning systems with business goals, and maximizing business productivity. Global technology leader with success overseeing full life cycle of multimillion-dollar IT project portfolios to maximize ROI.

**CORE COMPETENCIES:** Strategic Planning & Analysis, Team Building & Leadership, Organizational Leadership, Change & Operations Management, Superior Customer Service, Program & Portfolio Management, P&L Oversight, Risk Management, Technology Product Development, Regulatory Compliance, Cloud Computing

### SELECTED BENCHMARK PERFORMANCES & HIGHLIGHTS

Led global scaling of organization with 90+ engineers and managers.

Reduced risk profile by revamping cybersecurity frameworks.

Scaled organizations with multi-tenant SAAS platform.

Envisioned and employed ITIL best practices for IT service management.

Keynote speaker at townhalls and user conferences.

- ▶ **Organizational Excellence:** Increased organizational efficiency by 35% by implementing ITIL best practices, aligning mission with business objectives, and driving compliance with standards.
- ▶ **Product Management:** Launched 27+ innovative web, mobile, and embedded products in e-commerce, ESG, ERP, and financial domains, leveraging nextgen technologies (Blockchain, AI, ML, IoT).
- ▶ **IT Infrastructure Management:** Reduced IT infrastructure budget by \$4M by upgrading IT infrastructure hosting for 40+ web apps.
- ▶ **Digital Transformation:** Bolstered revenue by \$30M by migrating on-premise product delivery to cloud platforms.
- ▶ **Business Development:** Optimized market share by 20% in maritime industry and bolstered revenue by \$5M by delivering M&A, researching 60+ companies for M&A, and consolidating digital solutions.
- ▶ **Cost Reduction:** Reduced cost by 50%+ by creating software/data

centers and developing data strategies.

- ▶ **Value Creation:** Achieved EBITA of \$30M by managing digital transformation and updating two-tier applications from on-premise installer products to multi-tenant cloud SaaS platform delivery.
- ▶ **Organizational Leadership:** Saved training costs of \$100K+ by delivering effective talent management and liaising with globally distributed teams, including engineering, data science, and analytics.
- ▶ **Operational Efficiency:** Increased SDLC process efficiency by 35% by employing organizational OKRs, scaling Agile (SAFe), DevOps, trunk-based development, feature toggles, TDD, and shift-left testing.
- ▶ **Development Efficiency:** Enhanced efficiency by 70% by introducing low-/no-code platforms and deploying infrastructure.

### TECHNOLOGY + INNOVATION + TRANSFORMATION LEADERSHIP NARRATIVE

ABS GROUP, Houston, TX · 2019 – Present

A global management consulting firm with \$500M revenue and 1K+ employees. Named one of the world's and America's best by Forbes.

#### MANAGER, NS DEVELOPMENT, GLOBAL HEAD OF TECHNOLOGY, Nautical Systems Division

P&L: CAPEX of \$8M | Annual IT Operating Budget: \$15M | Reports: 100 Total | Report to: COO

**Appointed by COO** to develop and implement organizational mission and vision, cultivate innovative culture, and align IT strategy with global business goals. Provided technology-enabled solutions and uncovered new and emerging technologies in areas such as data analytics, mobility, and cloud computing by fostering relationships with business/operational leadership across enterprise and identifying new and emerging technologies. Attained SOX, PCI-DSS, SOC, and ISO 27001 compliance by defining SDLC, backup policies, security, disaster recovery, and business continuity.

- ▶ **Operational Excellence: Enhanced revenue/profitability by 350%/175%** by delivering products, integrating product lines with Gainsight, and employing microservices strategy for API development of REST endpoints.

- Bolstered operational efficiency by 60% by leading application development teams, improving internal ERP systems, employing Jira/Confluence for project delivery, and integrating with Drata for security and compliance automation.
- Enhanced development efficiency by 70% by creating tools for SaaS applications, employing Azure platform infrastructure, and devising metadata-driven templates for UI, SQL-based REST API, and rules engine.
- Decreased waste by 30% and increased efficiency by 95% by re-engineering software development processes.

**RESULTS**

- Enhanced revenue/profitability by 350%/175%.
- Generated annual revenue of \$10M.
- Slashed OPEX by \$1.5M.

- ▶ **Value Creation:** Increased feature product release speed by 60% by devising project artifacts like RACI matrix, overseeing SDLC process, delivering cadence across organization, and creating fast integrated learning cycles.
  - Optimized productivity by 30% by managing staff development/performance review based on quantifiable goals.
  - Generated annual revenue of \$10M by managing product portfolio for new product lines launch.
  - Slashed OPEX by \$1.5M and updated financial levers, budget planning, NPV analysis, M&A, EPS, ROIC, EBITDA, P/E, and WACC by holding financial responsibility, ensuring expenses transparency, and building cost centers.
  - Achieved EBITA of \$30M by managing digital transformation and updating two-tier applications from on-premise installer products to multi-tenant cloud SaaS platform delivery.
- ▶ **Team Leadership & Training:** Achieved employee retention by developing training program, streamlining OKRs and KPIs for professional development, ensuring engagement between project teams, and fostering DEI culture.
  - Augmented customer satisfaction rates by 30% by ensuring coordination between product management, global sales, go-to-marketing, consulting, support, external vendors, and customers.

E-BUSINESS INTERNATIONAL INC., Client: ABS Nautical Systems, Houston, TX · 2014 – 2019  
*A staffing agency providing services to ABS Nautical Systems, a leading fleet management software provider.*

**SOFTWARE DEVELOPMENT MANAGER (2015 – 2019)**  
**Budget: \$3M+ | Reports: 44 Total | Reported to: Chief Operating Officer**

**Brought on board** to deliver human-centered design, manage Nautical System product lines, and achieve full business potential by designing prototypes for SaaS products, managing product life cycle from inception to commercialization, and leading product development teams within R&D portfolio. Attained client's trust and transformed business requirements into solutions by delivering operational and subject matter expertise. Adhered to budget targets and cultivated environment of responsibility by setting direction. Oversaw IT procurement for software/hardware requirements and managed product initiatives, voyage manager, vessel performance, and dispatch with budget of \$3M+ while focusing on achieving cost control.

**RESULTS**

- Enhanced scalability and performance by 60%.
- Slashed training costs by \$100K+.

- ▶ **Performance Improvement:** Augmented vessel performance solutions by delivering AI/ML/data mining.
  - Enhanced performance/scalability by 60% by implementing strategies, scaling infrastructure, and delivering data archival participation of data hot and cold storage.
  - Slashed training costs by \$100K+ and reduced reliance on external training by devising training programs.
- ▶ **Business Development:** Accomplished revenue increment of \$10M by providing web/mobile applications, delivering Blockchain electronic logs, and IoT-based data historian with predictive/prescriptive analysis using AI/ML.
  - Improved product delivery time by 15% by updating SDLC and managing change requests.
  - Attained 90 NPS, slashed churn rate/acquisition cost by 3%/30%, and optimized revenue by 2X by redesigning product line, determining current system/state, prototyping wireframes, building content style guide, updating customer onboarding, improving application performance, and introducing dashboards with data visualizations.

**TECHNICAL PRODUCT MANAGER – American Bureau of Shipping (2014 – 2015)**  
**Reports: 6 | Reported to: Director, Software Development**

**Helmed charge** to update applications and deliver new product lines by launching centralized applications while storing vessel design, sea trails, test results, and data for performance benchmarking. Implemented work orders for survey plans and defined rules/fee structure for classification/certification of vessels while maintaining ABS 2000 O2K application.

- ▶ **Productivity & User Experience Optimization:** Increased development teams' productivity by 30% by supporting clients, validating requirements, delivering business justification/system design, and managing development team.
  - Improved user experience by 100% by prototyping user journeys, mocking wizard screens, performing fault-tolerant testing, and building online help guides for easier navigation.
  - Ensured business development of \$25M by devising business units, cost centers, and budgeting models while conducting "what-if" scenarios, Monte-Carlo simulations, decision trees, and assessments for 3 ventures.

MERCURY INSURANCE GROUP, Oklahoma City, OK · 2010 – 2014

*A leading writer of automobile and home insurance in California with \$6.7B in revenue and 9.4K+ agents. Ranked as sixth largest private passenger automobile insurer.*

**SOFTWARE DEVELOPMENT ANALYST II, TECHNICAL PRODUCT MANAGER**  
**Project Budget: \$500K-\$5M | Direct Reports: 20 | Reported to: Manager, Applications**

**Recruited** to maximize customer satisfaction rates by uncovering product vision and delivering accurate roadmaps. Negotiated contracts with suppliers to meet workforce needs of onshore, nearshore, and offshore teams. Achieved Best Employee Award 4 times as well as Excellence Award by CEO for exceptional performance. Created mobile application for customers, developed personal auto quotes online, and selected agent for processing policy.

- ▶ **IT Operations Management:** Slashed IT infrastructure budget by \$4M, reduced licensing costs, updated libraries, and acquired equipment by upgrading IT infrastructure hosting for 40+ web apps, managing 20 cross-functional experts.
  - Bolstered customer satisfaction by 35% by employing ITIL best practices for IT service management, implementing ServiceNow tool, and leveraging change/incident management.
- ▶ **Product Launches:** Secured \$21M annual income stream within 3 years of product launch while creating SaaS insurance products for commercial auto, mechanical breakdown, and homeowners' insurance with \$3M budget.
  - Achieved business growth of \$50M by delivering quality rollouts to development team on time and under budget.
  - Enhanced customer satisfaction by 35% and supported company in attaining JD Edwards' Best Online Experience Award by understanding business objectives, employing logic, and developing system and billing procedures.

**RESULTS**

- Slashed IT infrastructure budget by \$4M.
- Secured \$21M annual income stream.

**EARLY WORK HISTORY**

**TECHNICAL LEAD** · OBJECTWIN TECHNOLOGIES, Client: Mercury Insurance Group, Oklahoma City, Houston, TX · 2007 – 2010

- ▶ **Achieved cost savings of \$5M+ in yearly expenditures** by delivering exceptional leadership to cross-functional team of 15 people and creating financial algorithms combining MVR, CLUE, and credit reports.

**EDUCATION**

**MASTER OF BUSINESS ADMINISTRATION (MBA)** | The University of Texas at Austin, McCombs School of Business · 2023  
**MASTER OF SCIENCE (MS) IN COMPUTER ENGINEERING** | University of Houston Clearlake · 2007  
**BACHELOR OF TECHNOLOGY IN ELECTRONICS/COMMUNICATIONS** | Jawaharlal Nehru Technological University · 2005

**CERTIFICATIONS**

**PROJECT MANAGEMENT PROFESSIONAL (PMP) | PRODUCT MANAGEMENT CERTIFIED (PMC) | CERTIFIED SCRUM MASTER (CSM) | LEAN SIX SIGMA GREEN BELT (LSSGB) | ITIL V3 CERTIFIED | SOA SOLUTION DESIGNER | GREEN IT CERTIFIED**

**PROFESSIONAL AFFILIATIONS & VOLUNTEER WORK**

**Member of CDO/CIO/CTO Leadership Council | Member of Maritime Executive**  
**Member of PMI Clearlake/Galveston Chapter**  
**VP of Technology for Negotiations Organization** at McCombs School of Business  
**Brand Ambassador** for McCombs School of Business  
**2022: MCCOMBS MBA+** with Health Discovery Labs, Austin, TX  
**2021: MCCOMBS MBA+** with First Key Homes, Austin, TX

**TECHNICAL INITIATIVES & SKILLS**

Cloud Migration, Systems Implementation (ERP & CRM), Cybersecurity & Risk Management, Enterprise Architecture, Big Data (BI, IoT, Analytics), Artificial Intelligence (AI), Natural Language Processing (NLP), Machine Learning (ML), Java, Go, Python, TensorFlow, .NET, C#, Typescript, Angular, React, Ionic, flutter, MySQL, Oracle, SQL Server, MongoDB, Influx, Couchbase, Redis, Azure, AWS, Azure DevOps, GitHub Actions, OWASP, Microsoft Project, Jira, Confluence, Power BI