ALI AKBAR HAMID

BUSINESS & DIGITAL TRANSFORMATION | IT PROJECT DELIVERY | MANAGEMENT CONSULTANT

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PROFESSIONAL SUMMARY

Management consultant and digital transformation leader with 13+ years of experience across building systems, workflows and technology-enabled operating infrastructure across consulting, digital services, marketing, strategic analysis, business process improvement, organizational transformation, internal audit, risk assessment, operations, data analytics, and digital transformation. MBA-qualified and CA Finalist with hands-on experience leading end-to-end IT projects for India- and Dubai-based organizations - from discovery, requirements and solution architecture through development, integration, testing, implementation and process optimization. Strong record of converting complex business problems into practical frameworks, client-ready deliverables, scalable workflows and actionable recommendations. Experienced remote collaborator, workshop facilitator, and independent contributor.

PROFESSIONAL EXPERIENCE

Management Consultant & Head of Digital Transformation and Client Solutions **May 2021 - Present**

Bizomatic Solutions Pvt. Ltd. | Indore / Remote

- Advise founders, experts and small and mid-sized businesses on strategy, operating models, process improvement, business transformation and technology-enabled growth.
- Lead consulting and IT transformation engagements from discovery and current-state assessment through requirements analysis, solution architecture, development, integration, testing, rollout, documentation and performance review.
- Translate complex business requirements into process maps, SOPs, business frameworks, implementation roadmaps, data structures and client-ready recommendations for executive and operational stakeholders.
- Design and implement CRM, lead-management, WhatsApp, email, e-commerce, analytics, API/webhook and AI-enabled workflows that reduce manual effort, improve data visibility and strengthen execution discipline.
- Review business scenarios, identify gaps, propose practical improvements, facilitate workshops and mentor professionals on strategy execution, process design, automation and AI adoption.

Project Manager **Jun 2025 – Sept 2026**

Next Digital / Next Digital Hub | Dubai, UAE - Platform Architecture, Automation and Implementation

- Planned and built a multi-system digital operations platform using GoHighLevel, Softr, Airtable, Tally, FirstPromoter, Looker Studio, Stripe, Make.com and Bravo Studio.
- Designed the relational data model and user journeys for Users, Missions, Deals, Submissions, Leaderboards, Earnings and Progress Tracking; implemented status logic, onboarding and workflow automations.
- Worked as project manager, solutions architect and hands-on developer, coordinating requirements, integrations, testing, issue resolution and rollout with Dubai-based stakeholders in a remote environment.

Project Manager & Product Owner — THE BOARD Platform | *Dubai, UAE - Platform Architecture, Automation and Implementation*

- Owned end-to-end delivery of a two-site platform (marketing funnel + members portal) for a premium advisory firm
- Directed integration of 6 external services (auth, database, hosting, video, conferencing, email); made explicit build-vs-buy calls at each boundary — e.g., leveraged native Zoom↔Vimeo integration to avoid streaming through serverless functions.
- Ran end-to-end QA + iteration on every feature — caught and resolved production edge cases: Vimeo webhook gaps → cron reconciler; wrong-timezone scheduling → fragile scheduling UX → context-locked forms.
- Designed the operator safety layer: 3-tier RBAC, immutable audit log on every admin action, cryptographic impersonation with auto-expiry, and 3-layer defense against private data leaking into member-visible surfaces.
- Managed release pipeline with same-day recovery from deployment failures; authored a documentation triad serving three audiences — engineers, historians, prospects.
- Held infrastructure cost under tight budget at full scale by designing for vendor-neutrality — every dependency swappable, no proprietary lock-in.

Next Capital Real Estate | Project Manager **Jul 2024 - Jun 2025**

Dubai, UAE - End-to-End Lead Management and CRM Transformation

- Managed the full project lifecycle from business-process discovery and technical planning to architecture, development, implementation, testing and stakeholder handover.
- Architected and implemented integrated lead flows from Bayut and Property Finder into Google Sheets and GoHighLevel using webhooks and APIs; defined field mapping, unique-key logic, contact and opportunity creation, appointment data and error logging.
- Designed process flows and automation rules to standardize lead capture, improve data quality and support faster follow-up across remote sales and operations teams.

Part-Time Director, Business Operations **Jun 2020 - Aug 2021**

Winnerz Edusystems Pvt. Ltd. | Ujjain

- Directed business operations and strategic planning initiatives, improving operational efficiency by 30% and strengthening overall business performance.
- Implemented process and marketing automation, increasing productivity by 25%; reviewed workflows, identified gaps and coordinated improvement actions across functions.

Data Analyst - Virtual Project **Nov 2023 - Mar 2024**
Trainity | Remote
- Analyzed business data to identify trends, generate actionable insights and convert findings into practical recommendations for evidence-based decision-making.

Marketing Manager / Business Growth Consultant **Nov 2018 - May 2020**
Skypath Consultancy | Indore
- Conducted market research, strategic analysis and client segmentation; helped grow the consultancy by 50% and expand the client base by 35%.
- Developed client growth strategies and communicated recommendations through clear written and verbal presentations.

Senior Consultant **Feb 2016 - Jun 2018**
Ghadiali & Co., Chartered Accountants | Mumbai
- Led direct-tax consultancy and scrutiny-assessment assignments, interpreting complex financial and regulatory issues and preparing client-ready solutions and case-specific responses.
- Identified compliance and process gaps while coordinating with clients and relevant authorities to resolve complex matters.

Team Leader - Internal Audit & Risk Assessment **Apr 2013 - Jan 2016**
Verita Management Advisors Pvt. Ltd. | India
- Led internal audit teams and conducted IT and process audits for Kotak Mahindra Bank, Tata Motors, Volkswagen and Airtel; assessed controls, compliance, operational risks and process effectiveness.
- Synthesized findings into management-ready reports and practical recommendations, collaborating with cross-functional stakeholders to validate issues and support improvement initiatives.
- Developed Computer-Assisted Audit Technique programs that reduced audit cost by 15% and saved approximately 50 person-hours per day.

EDUCATION

Master of Business Administration (MBA) **2025**
Golden Gate University | San Francisco, USA

Bachelor of Commerce **2024**
Sikkim Professional University

Chartered Accountancy - CA Finalist **2012 - 2016**
Institute of Chartered Accountants of India

CORE COMPETENCIES

Management Consulting Methodologies | Strategic Analysis | Business Process Improvement | Business Transformation | Digital Transformation | IT Project Management | Requirements Analysis | Solution Architecture | Process Mapping | Workflow Design | API and Webhook Integrations | CRM Transformation | Root-Cause Analysis | Cross-Functional Leadership | Remote Team Collaboration | Mentoring

TOOLS AND LANGUAGES

Tools: Microsoft Office and Excel, Tableau, Python, MySQL, Salesforce, GoHighLevel, Airtable, Softr, WordPress, Google Workspace, API/Webhook Integrations, Make.com, CRM and Workflow Automation Platforms
Languages: English (Professional Working Proficiency), Hindi (Native or Bilingual Proficiency)