

IBRAHIM ALHEFDHI

Digital Service Delivery Lead | Technical Delivery & Governance

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EXPERIENCE

Development Team Lead | Digital Service Delivery

SDAIA

02/2025 - Present | Riyadh, Saudi Arabia

Entry Points and Travel Systems Program - national digital services supporting secure and efficient travel operations

- Lead and coordinate an 8-person team spanning business, data, and systems analysis, development, quality assurance, and incident support for 1 national government system, 8 web services, and 10+ operational reports. Align 1 vendor and 6 stakeholder groups on delivery, microservice integrations, and backlog priorities. Built critical middleware using Java and Spring Boot.
- Led the team to deliver 30+ change requests in 2 months, compared with approximately 5 per month previously, by grouping related changes, setting priorities, and delegating clear ownership.
- Coordinate monthly Windows and Linux updates, 3 minor changes, and 1 significant release with development, QA, operations, and business stakeholders. Guide QA stress testing with Apache JMeter and automated regression testing after each release using Selenium and Java. Ensure the team adds regression tests for newly identified defects, helping reduce post-deployment defects and prevent recurrence.
- Translate requirements into business requirements documents (BRDs) and release plans. Prepare weekly delivery-performance reports for senior management covering progress, risks, challenges, and expected service value and outcomes. Apply ITIL principles through holistic change assessments and client involvement. Provide temporary project-management cover during the Project Manager's leave, including budget-related responsibilities delegated by the Program Manager.
- Led cross-functional incident resolution, reducing resolution time by 30% while coordinating approximately 50 incident closures per month and improving the customer support experience.
- Led risk-based remediation planning and team allocation to achieve zero open Vulnerability Assessment (VA) findings; coordinate closure of findings raised by security testing teams and support business continuity and disaster recovery.
- Coached 2 co-op trainees who developed more than 4 web services, including name-matching and task-management services, and created 100+ automated Postman test cases; guided their work in Java development, SOLID principles, and API testing.

Senior Front-End Mobile Developer

Sahab Company

11/2024 - 02/2025 | Riyadh, Saudi Arabia

Asefnee and Paramedic applications integrated with the Saudi Red Crescent CAD environment

- Remediated 15+ findings from penetration tests conducted by a separate security team, reducing critical vulnerability assessment findings by 70%.
- Delivered UX improvements and modernized front-end code to align the Paramedic application with updated usability and architecture standards.
- Connected SDKs for 3 real-time communication channels: live chat, video, and voice.

Technical Delivery Lead - Development and Operations

SDAIA

10/2023 - 11/2024 | Riyadh, Saudi Arabia

Security Initiatives Program - NABA

- Secured approval for the new platform design within 2 months, compared with an approval cycle that exceeded 6 months.
- Led development and operations teams for NABA, a Java/Spring Boot-based national notification platform using Docker, coordinating quality assurance, business analysis, releases, and production support.
- Oversaw parallel operations for 2 systems, legacy and replacement, reverse-engineering the legacy codebase to support maintenance and resolve complex reporting queries.
- Increased SMS delivery success by more than 15% by improving mobile-operator identification and routing international numbers directly to a designated provider; also reduced web-service response time by more than 3 seconds.
- Converted multi-stakeholder requirements into BRDs, user stories, priorities, and sprint plans while coordinating infrastructure scaling and legacy modernization.
- Represented delivery progress, risks, and challenges in daily top-management meetings; coordinated cross-team sessions, meeting minutes, and status reports.
- Applied governance, risk, and compliance (GRC) policies across 2 systems and coordinated cybersecurity and penetration-test remediation. Partnered with Business Continuity on disaster recovery, including legacy-platform switchover and failover.

SUMMARY

Development Team Lead specializing in national government digital services, with experience spanning software engineering, technical delivery, and operations. Leads an 8-person cross-functional team supporting 1 national government system, 8 web services, and 10+ operational reports. Led team delivery of 30+ change requests in 2 months, reduced incident resolution time by 30%, and achieved zero open vulnerability assessment findings. ITIL Foundation (Version 5) certified.

EDUCATION



Bachelor of Science in Software Engineering

King Saud University

09/2017 - 07/2021 | Riyadh

- Second Class Honors Degree

GPA

4.70 / 5.00

SKILLS

Delivery Leadership

Digital Service Delivery

Program and Project Delivery

Cross-Functional Leadership

Stakeholder Management

Vendor Coordination

Executive Reporting

Agile Delivery

Coaching and Mentoring

Product Management

Delegated Budget Support

Penetration Test Remediation

ITIL Foundation

Cybersecurity Remediation

Delivery Performance Reporting

Service-Level Agreement (SLA) Management

Delivery Governance

Backlog Prioritization

Change and Release Management

Risk and Issue Management

Incident and Critical-Incident Management

Business Continuity

Disaster Recovery

Cybersecurity Remediation

Business Analysis

Requirements Elicitation

BRD

User Stories

Process Analysis

System Integration

Delivery Planning

EXPERIENCE

Software Developer

SDAIA

10/2021 - 10/2023 Riyadh, Saudi Arabia

GISM and GISID programs - software development, business analysis, integration, and technical consulting

- Built an end-to-end government mobile application proof of concept, integrating external-device SDKs, backend services, and related systems.
- Collaborated with Program Manager and 10+ clients on requirements engineering and BRD authoring.
- Mentored 2 summer trainees in technical skills.
- Reviewed application code, UI/UX deliverables, contributed to test-case design, and documented legacy systems.
- Analyzed GISM workflows and contributed to legacy modernization from VB.NET to C#/.NET and SOAP to REST APIs through code refactoring, upgrades, and re-engineering. These changes improved code readability and maintainability and reduced processing time by 5 seconds.
- Reduced international-number handling errors by 95% using root-cause analysis, improving processing time by 0.3 ms.
- Supported GISM disaster recovery launch, governance, and cybersecurity initiatives.

Mobile Developer (Part-Time)

Awan

10/2021 - 01/2023

- Developed and deployed production Flutter/Dart applications, translating UI/UX designs into responsive, maintainable interfaces.
- Integrated mobile front ends with REST APIs, backend services, and third-party SDKs; implemented Moyasar SDK payments supporting Apple Pay, Mada, Visa, and American Express with a 98% payment success rate.

Mobile Development Trainer (Part-Time)

Tech Shop KSA

06/2021 - Present Riyadh, Saudi Arabia

- Trained 250+ learners through Dart, Flutter, and Figma courses and hands-on workshops, including 200+ Flutter participants and 50+ Figma participants; coached learners through practical exercises and technical feedback.
- Deliver occasional part-time courses once or twice annually, each lasting 10 working days with evening sessions from 4 p.m. to 9 p.m.

Co-Founder (Part-Time)

KidoraX

08/2022 - Present Riyadh, Saudi Arabia

Bilingual childcare booking & operations platform

- Co-founded KidoraX with a 25% equity stake, contributing hands-on development and coordinating the platform launch with co-founders across the parent iOS/Android app, nursery and administration web portals, and Firebase backend.
- Shape the product roadmap and prioritize requirements with co-founders for onboarding, reservations, payments, notifications, analytics, and operations; coordinate development priorities and release readiness.
- Contribute to marketing activities and post-launch nursery partnership discussions; coordinate onboarding plans, pricing, and payment workflows with co-founders to align the offering with prospective partner needs.

SKILLS

Technology

Flutter	Dart	Java / Spring Boot	C#
.NET	SQL	Firebase	REST APIs
Microservices	Git	Docker	

CERTIFICATIONS

ITIL Foundation, Version 5

PeopleCert | Issued Sep 2026 | Renew by Sep 2029

EXIN BCS Foundation Certificate in Business Analysis

EXIN | Issued Jun 2023

TRAINING / COURSES

Flutter & Dart - The Complete Guide, Arabic Edition

Udemy

Android Basics Nanodegree by Google

Udacity

DevOps Workshop

Skillssoft Global Knowledge | February 2023

LANGUAGES

Arabic	
Native	
English	
Proficient	

KEY ACHIEVEMENTS

IMPACT HIGHLIGHTS

0 open VA findings | 30% faster incident resolution | 30+ Change Requests in 2 months | 2-month design approval