



# Ahmed Ali Khan

**Passport:** UA4128282 | **Work permit:** Emirati (United Arab Emirates) |

**Date of birth:** 01/01/1991 | **Place of birth:** Karachi, Pakistan | **Nationality:** Pakistani |

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## ABOUT ME

Senior IT & Technology Leader – Infrastructure | Cybersecurity | Fintech | Smart Security Solutions

## WORK EXPERIENCE

 **PRIVATE VAULTS FOR SAFE DEPOSITS LLC** – DUBAI, UNITED ARAB EMIRATES

**PROJECT MANAGER** – 07/2023 – 10/2025

- Led the **end-to-end technology build-out** for two **high-security, fully automated safe deposit box facilities** in Dubai (Dubai Creek Harbour & City Walk).
- Selected and implemented **Japanese Fujiseiko** and **German Gunnebo** automated safe deposit box systems (fully automated and semi-automated solutions).
- Designed and deployed **24/7 automated access** with **facial recognition-based access control** and minimal human intervention.
- Defined, customized, and implemented a **tailored ERP + CRM + HR integrated solution** specifically for the safe deposit box industry in the UAE.
- Developed the company website and created **Figma-based UI/UX** for the mobile application, defining technology requirements and workflows.
- Coordinated with **multiple international vendors** (technology, security, fit-outs, and infrastructure) to ensure seamless integration of all systems.
- Established **IT security controls** and operational procedures to support 24/7 secure operations in line with UAE regulatory expectations.

 **DIRHAM EXCHANGE CO.** – DUBAI, UNITED ARAB EMIRATES

**Business or Sector** Financial and insurance activities

**GENERAL MANAGER (CBUAE APPROVED) – IT & OPERATIONS LEADERSHIP** – 11/2021 – 06/2023

- Approved as **General Manager by the Central Bank of the UAE (CBUAE)** after panel interviews with representatives from IT, Operations, Treasury, and Compliance.
- Held **full responsibility for the exchange house**, including **IT strategy, technology risk, cybersecurity, and operational governance**.
- Acted as **primary point of contact with CBUAE** for all regulatory requirements related to **IT systems, security, transaction monitoring, and operational controls**.
- Oversaw **IT roadmap**, system enhancements, and alignment of core remittance & FX systems with evolving regulatory guidelines.
- Led cross-functional teams (IT, operations, compliance) to maintain secure, efficient, and scalable platforms for remittance and foreign exchange.

 **DIRHAM EXCHANGE CO.** – DUBAI, UNITED ARAB EMIRATES

**BRANCH MANAGER – IT-DRIVEN OPERATIONS & REMOTE WORK SOLUTIONS** – 02/2019 – 11/2021

- Managed **branches across all Emirates** and sub-agents across the MENA region, with strong focus on **IT-enabled operations**.
- During the **COVID-19 pandemic**, designed and implemented **remote work infrastructure** for senior and key staff:
  - Set up **virtual machines (VMs)** and secure remote access to core systems
  - Provided **SIP extensions** and softphone VOIP access to staff working from home
  - Ensured compliance with **UAE regulators and national guidelines** while maintaining seamless business operations

- Leveraged earlier **VOIP implementation** to enable flexible, cost-effective communication between branches, HQ, and remote agents.
- Continued to act as escalation point for **IT incidents, system issues, and technology improvements** impacting branch operations.

#### **DIRHAM EXCHANGE CO. – DUBAI, UNITED ARAB EMIRATES**

##### **IT & OPERATIONS MANAGER – 03/2017 – 02/2019**

- Managed both **IT and operational functions** for the exchange house, with responsibility for branches and sub-agents.
- Supported **treasury and compliance** with **real-time currency data systems** and IT tools for **sanctions screening and AML monitoring**.
- Proposed and led integration of **TRAX transaction monitoring system** and sanctions screening tools with the core system **Symex.net**, creating:
  - Real-time, integrated **sanctions and transaction monitoring dashboards**
  - Automated screening flows to reduce manual effort and speed up approvals
- Ensured technology solutions complied with **CBUAE AML, KYC, and sanctions requirements**.

#### **DIRHAM EXCHANGE CO. – DUBAI, UNITED ARAB EMIRATES**

##### **IT MANAGER – INFRASTRUCTURE, VOIP & COMPLIANCE SYSTEMS – 01/2015 – 03/2017**

- Promoted to **IT Manager** with responsibility for **disaster recovery**, IT projects, and regulatory-driven system enhancements.
- Acted as **project coordinator** for IT customizations in **Symex.net** core system, aligning it with **updated CBUAE guidelines** after each audit.
- Led the transformation from legacy PBX to **advanced VOIP systems (Grandstream & Cisco)** across all branches:
  - Implemented call recording, IVRs, and call routing rules based on branch and designation
  - Reduced telecom costs and improved communication between staff and international agents
  - Enabled internal **chat, audio, and video communication** over secure VOIP networks
- Designed and tested **disaster recovery plans**, backups, and failover procedures for critical systems.

#### **DIRHAM EXCHANGE CO. – DUBAI, UNITED ARAB EMIRATES**

##### **IT SUPPORT OFFICER / SYSTEMS & NETWORK ENGINEER – 03/2014 – 01/2015**

- Joined the UAE market as **IT Support Officer** for a tier-2 exchange house specializing in cross-border remittances and FX.
- Built and maintained **Active Directory servers** and managed **user accounts, permissions, and group policies**.
- Developed the **company website** and implemented **G Suite / Google Workspace** for business emails.
- Created **email compliance rules** to secure communications and protect against misuse and external attacks.
- Secured the exchange house from external cyber threats while supporting money transfer products (Western Union, Xpress Money, Instant Cash, Cash Express, etc.).
- Handled all **network-related queries and troubleshooting**, including:
  - Site-to-site **VPN tunnels** to connect agents and sub-agents across **Jordan, Kuwait, KSA, Iraq, Yemen, UK, and US**
  - Ensured secure connectivity and data transfer for agent portals and remittance operations.

#### **LOCAL ISP & ENTERTAINMENT SERVICES, KARACHI, PAKISTAN – KARACHI, PAKISTAN**

##### **FOUNDER & NETWORK ADMINISTRATOR (PART-TIME DURING BACHELOR'S) – 09/2010 – 02/2014**

- Set up a **dedicated MikroTik server** and provided **internet services at area level**, including an **entertainment FTP server** using hotspot and dial-up connections.
- Built and managed a small team (payment collection, new connection installations, customer service).
- Handled full **network design, routing, bandwidth management, and server administration**.

#### **APARTMENT INTERNET & GAMING SERVICES, KARACHI, PAKISTAN – KARACHI, PAKISTAN**

**NETWORK & GAMING SOLUTIONS PROVIDER (PART-TIME) – 2008 – 2009**

- Provided **shared internet** in apartment buildings using **ISA Server** and management tools such as bandwidth splitters.
- Implemented **CyberCafePro** software to manage **time-based gaming passes** and shared gaming experiences.
- Gained early hands-on experience in **networking, user management, and bandwidth control**.

**EDUCATION AND TRAINING**

2010 – 2013 Karachi, Pakistan  
**BACHELOR'S DEGREE** University of Karachi

Website <https://www.uok.edu.pk/> | Field of study GIS | Level in EQF EQF level 6

**LANGUAGE SKILLS**

Mother tongue(s): **URDU**  
 Other language(s):

|                             | UNDERSTANDING |         | SPEAKING          |                    | WRITING |
|-----------------------------|---------------|---------|-------------------|--------------------|---------|
|                             | Listening     | Reading | Spoken production | Spoken interaction |         |
| <b>ENGLISH</b>              | C2            | C2      | C2                | C2                 | C2      |
| <b>HINDI</b>                | C2            | B2      | C2                | C2                 | B2      |
| <b>ARABIC</b>               | C1            | C2      | B2                | B2                 | C2      |
| <b>PANJABI;<br/>PUNJABI</b> | C2            | C1      | C2                | C2                 | C1      |

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

**SKILLS**

**CORE SKILLS**

IT Infrastructure & Operations Management | Network Design & Administration (LAN/WAN, VPN, MikroTik) | Cybersecurity, Email Security & Data Protection | Core System & API Integrations (Fintech / Remittance) | DR & Business Continuity Planning | VOIP & Unified Communications (Grandstream, Cisco) | Virtualization & Remote Access (VM-based WFH setups) | Access Control & Biometric/Face Recognition Systems | Project Management & Vendor Coordination | Regulatory Compliance (CBUAE, AML, Sanctions Screening) | ERP / CRM / HR Systems (Custom & Integrated Solutions) | Stakeholder Management & Cross-functional Leadership

**TECHNICAL SKILLS**

Networking & Servers: Windows Server, Active Directory, ISA Server, MikroTik, Hotspot Server, VPN | Security & Compliance: Email compliance rules, secure remote access, TRAX (transaction monitoring) | Telephony & Collaboration: VOIP (Grandstream, Cisco), IP PBX, call routing, SIP extensions | Web & Applications: Website development, basic front-end/web platforms, Figma , ERP/CRM/HR | Tools & Platforms: G Suite /Google Workspace, CyberCafePro, Symex.net (core remittance & FX system)

**DRIVING LICENCE**

Driving Licence: B | 01/04/2015 – 01/04/2030

**HOBBIES AND INTERESTS**

**Professional & Personal Interests**

Emerging IT technologies, cybersecurity trends, leadership development, exploring new gadgets, and playing cricket.

**PROFESSIONAL SUMMARY**

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Results-driven **IT & Technology Manager** with 15+ years of experience in **IT infrastructure, networking, cybersecurity, and technology project delivery** across **financial services, money exchange, and high-security vault/safe deposit box industries** in the UAE and Pakistan.

Proven track record in:

- Designing and managing **secure, compliant IT environments** under **Central Bank of the UAE (CBUAE)** regulations
- Leading **end-to-end technology projects**, including **VOIP transformation, remote work infrastructure, core system integrations**, and **fully automated safe deposit box facilities**
- Building and managing **cross-functional teams**, coordinating with **vendors across multiple countries**, and aligning IT solutions with business and regulatory needs

Approved as **CBUAE General Manager** and recognized for delivering **innovative, secure, and cost-effective technology solutions** that support business growth and operational resilience.

## ● PROJECTS

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2023 – 2025

### End-to-End Automated Safe Deposit Facilities

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Designed and delivered two **fully automated, 24/7 safe deposit facilities** with integrated **biometric access control, ERP+CRM+HR system**, and advanced vault technology (Fujiseiko & Gunnebo).

Link <https://privatevaults.com>

2019 – 2021

### Remote Work Infrastructure During COVID-19

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Implemented **VM-based remote access** to core systems and **SIP/VOIP remote extensions** for staff across UAE, enabling full business continuity while meeting regulatory expectations.

2015 – 2017

### VOIP Migration & Unified Communications

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Replaced legacy PBX with advanced **Grandstream & Cisco VOIP systems**, introducing **call routing, recording, and internal UC** while reducing costs.

2017 – 2019

### Integrated Sanctions & Transaction Monitoring

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Led integration of **TRAX** and sanctions screening tools with **Symex.net**, creating real-time dashboards and automated screening, significantly improving compliance efficiency.