

SHABAHAT BOKHARI

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'DEVELOPING INNOVATIVE STRATEGIES TO DRIVE TECHNOLOGY GROWTH'

TECHNOLOGY STRATEGY LEADER / BUSINESS STRATEGIST

Sales Planning | Technology Innovation | Industry Analysis | Strategy Implementation

Seasoned professional with over 27 years of experience in driving business growth through strategic planning, industry analysis, and development of innovative technology solutions.

EXECUTIVE SYNOPSIS

- Invaluable exposure spanning 27 years with top blue-chip vendors including Nortel, Marconi, Ericsson, Cisco, IBM, H3C and Fortinet in territories including Singapore, Dubai, Qatar, Oman, Bahrain, and Pakistan
- Expertise in crafting technology and business strategies aligned with company vision to penetrate new markets, capture market share, and drive revenue.
- Strong analytical skills leveraged to research industry trends, competition, and market dynamics to identify new opportunities and re-engineer business strategy.
- Skilled at building cross-functional teams and getting stakeholder buy-in to successfully execute on strategy implementation plans.
- Consistently exceeded targets by leading strategic initiatives in business development, partner management, and sales planning.
- Maintains executive relationships and builds trusted advisor status with customers and partners.

CORE COMPETENCIES

- ✓ Strategic Sales Planning and Analysis
- ✓ Pipeline Management and Forecasting
- ✓ Market Research and Competitive Intelligence
- ✓ Complex Deal Negotiation and Closing
- ✓ Leadership and Team Building

ACADEMICS

B Sc. (Engineering with Honors), University of Engineering and Technology Lahore, Pakistan, 1996

PROFESSIONAL DEVELOPMENT

Trainings:

- ✓ Cisco Management Series training
- ✓ Selling Skills at CXO Level
- ✓ C-LEAD Training (Leadership Course)
- ✓ Art of Negotiation
- ✓ Partner Growth Planning
- ✓ Finance for Non-financial Managers
- ✓ Sales Masters Series

Conferences and Seminars

- ✓ Keynotes and panel discussions around Security at SCAPTOX Digital Transformation Conclave in Karachi and Islamabad in 2018-2019. Awarded the most innovative speaker at the event with a 99% audience approval rating
- ✓ Keynote at ITCN Asia in Security Transformation in 2018.
- ✓ Delivered presentations and keynotes during my stint with IBM, Cisco and Nortel on both locally and in Singapore, Malaysia, Qatar, France and UAE.

DoB: 25th February 1973; GCC Resident, Married

PROFESSIONAL EXPERIENCE

SC Soft Solutions, UAE

Chief Sales and Tech Consultant

Nov 21 – till date

Providing leadership in sales operations and IT consulting services across the entire project lifecycle for a diverse client base across the region, delivering innovative technology solutions that meet key business objectives.

RingOffice, Canada

Chief Business Officer (CBO)

Oct 24– till date

- Developed and executed a comprehensive channel partner strategy, recruiting and onboarding partners to expand market reach for Ring Office's cloud-based phone systems.
- Identified and cultivated strategic partnerships with key technology vendors and service providers to create bundled solutions for the small business market.
- Led the development of new product offerings and service bundles, tailored to the specific needs of the Canadian small business segment (10-50 employees).
- Drove the entire product lifecycle from market research and concept validation to launch and post-launch performance analysis.
- Managed the B2B product portfolio, including pricing, positioning, and go-to-market strategy, resulting in a 15% increase in market share.

U Microfinance Bank, Pakistan

Transformation Consultant

Sep 23– Sep 2024

- Lead the Core Banking Platform (Temenos) migration to Cloud in terms of Infrastructure and Systems
- Consult with business and technology stakeholders to understand pain points and opportunities for modernization of legacy systems and infrastructure
- Research and evaluate new technologies and vendors to identify solutions that will deliver innovation, scalability, and cost optimization
- Develop comprehensive business cases and roadmaps outlining the benefits, risks, costs, and timeline of transformation programs
- Design new target operating models, system architectures, and integration solutions

Iota Solutions (Pvt) Ltd., Pakistan

Sales and Strategy Consultant

Jan 22– Aug 23

- Led market research to identify new opportunities for company's software products, resulting in penetration into 3 new global markets.
- Developed channel partner strategy to expand reach into new geographies, increasing channel contributed revenue by 45%.
- Crafted innovative strategy targeting enterprise, securing 2x largest deals total worth of \$1.5M.

PureCS is the technology arm and subsidiary of PureHealth, the largest integrated Healthcare network in UAE/GCC.

- Leading a team of 100+ members including Network Infrastructure Engineers and Application Developers, envision, develop and manage, technology solutions, including Managed Services, for Healthcare and Public Sector/Enterprise segments through on-Prem custom apps and Cloud-native Apps.
- Created technology strategy roadmap aligned to corporate vision focused on healthcare and public sector verticals.
- Led competitive analysis to identify opportunities in UAE healthcare market; defined new cloud solutions strategy which secured \$500M in new healthcare projects.
- Developed partnerships with leading technology vendors to complement internal capabilities and accelerate go-to-market speed.
- Managing long-term, multi-billion AED projects across Public Sector entities, with a major focus on Healthcare, Public Safety/Security as well as Border Control

H3C, Pakistan

Regional Sales Head - Channels

Jan 20 - Aug 20

- Developed channel partner penetration strategy for Pakistan, Nepal, Sri Lanka, GCC, KSA and Afghanistan, resulting in 70% regional sales contribution through partners.
- Analyzed partner ecosystem to identify capability gaps; designed enablement programs to build expertise in H3C solutions, increasing partner sales by 15%.

Fortinet Middle East

Country Manager Pakistan & Afghanistan

May 17 - Jun 19

- Overall business development and team management responsibility for Pakistan and Afghanistan region
- Relationship management at CXO level in Public Sector/Enterprise/Telecoms/Utilities as well as Partners
- Surpassed sales targets 6 quarters in a row through strategic partnerships, improved channel strategy, and new public sector go-to-market plan.
- Grew Pakistan and Afghanistan region revenue 100% in 2 years by devising strategic growth plan encompassing competitive analysis, market trends, and capability gaps.
- Closed the largest Fortinet deal in Pakistan with PTCL worth \$ 1M for phase-1.

IBM Italia S.P.A, Pakistan

Telcom Sector Leader – GBS

Mar 16 - Apr 17

- Sales and Services Delivery in Telecommunication Sector leading a team of 100+ consultants
- Managing the sales pipeline in excess of \$25M and a team of software consultants in territory
- Crafted new public sector strategy focused on telecom, healthcare, and education; doubled sector revenue in 2 years.
- Led market research and shaped new services portfolio to align with telecom industry trends in mobility, cloud, big data
- Major wins include PTCL CRM(Siebel) & ERP(SAP) revamp, PTCL Cloud DC Infra, PTCL AMS Transition, VimpelCom (Mobilink) GSS etc.

Independent Consultant

Self Employed

Jan 14 - Feb 16

- Sales and strategy Consulting for major Tech companies and large enterprises

Cisco Systems, Pakistan & Qatar

Jun 06 - Dec 13

Growth Path:

- Area Partner Manager., Qatar/Oman/Bahrain Nov 11 – Dec 13
- Area Partner Manager., Pakistan Oct 09 – Oct 11
- Sr. Account Manager, Pakistan Jun 06 – Oct 09

Accomplishments:

- Received awards such as "Best Salesman," "Best Project Win," and the "Cisco Sales Achiever Award."
- Surpassed sales quota in FY'08 (175%) and FY'09 (125%).
- Closed the largest Cisco deal in Pakistan (\$35M) with PTCL in FY'08 and secured the region's first Cisco Telepresence win (\$2M) with PTCL in FY'09.
- Achieved between 118% to 125% of annual partner business targets in FY'11, '12 & '13.
- Increased strategic partner business volume growth by 20-25% YoY.

- Developed the Cisco Qatar Center of Excellence to showcase the latest Cisco technologies to customers and partners.

Job Profile:

As Area Partner Manager., Qatar/Oman/Bahrain

- Setting up strategic partnerships & leading teams in accomplishment of business targets of \$200+ Million with average Y/Y growth of 16%
- Developed innovative channel strategy targeting high-growth segments and white space opportunities, increasing strategic partner sales by 25% YoY.
- Guiding team of direct reports in assisting 100+ direct & in-direct partners in the territory in accomplishment of business targets
- Building & maintaining productive business relationship with C-Level executives in customers and partners in Qatar and the region
- Coaching and mentoring peers across the region in planning & implementation of channel sales strategies

As Area Partner Manager., Pakistan

- Led a team of direct reports in assisting 250+ direct & in-direct partners in accomplishment of business targets (\$65+M with YoY average growth of 11-12%) across the territory in adverse business conditions
- Negotiated financing agreements with local banks to facilitate partners in their credit lines, cash flows and payment cycles, resulting in increase in yearly revenues

As Sr. Account Manager – Service Provider, Pakistan

- Client list includes Pakistan Telecommunication Corporation Ltd. (PTCL, an Etisalat subsidiary), Paknet, Multinet (Pvt) Ltd. (Telekom Malaysia subsidiary), National Telecommunication Company (NTC)

Marconi/Ericsson Middle East, UAE Sr. Design Architect/Project Manager *Sep 04 – Jun 06*

Job Profile:

- Led the high-level design team in conceptualization, design & implementation of IT infrastructure/Data Center for Dubai Marina residential project (~\$150M) rendering triple-play services over IP to EMAAR's 20,000 residents in a multivendor environment (Cisco, 3Com, Tandberg, Riverstone, Marconi, Kreatel, i3micro, WWP)

Accomplishments:

- Acknowledged as the "Most Innovative Design Architect" by the customer for two years in a row

National Database & Registration Authority (Nadra), Pakistan *Sept 02 – Aug 04* **Manager Networks/Project Manager MRP**

- Spearheaded a team of 150+ engineers across 9 major cities & 100+ remote sites in managing the country's largest network and Data Center in terms of coverage to provide electronic identification to all citizens of Pakistan
- Functioned as Project Manager working on Machine Readable Passport (MRP) project, involved in design & implementation of global network comprising of 28 local and 10 foreign mission sites to facilitate MRP global delivery

Nortel Networks, Singapore & Pakistan Senior System Engineer *Nov 1999 – Aug 02*

- Overall technology Pre-Sales responsibility for the country across all business verticals
- Established self as a technology expert in the industry through proactive participation in technology seminars, keynotes, presentations, workshops, roadshows and panel discussions

World Online (WOL), Pakistan Branch Manager *Oct 1996–Oct 99*

- Managing the Islamabad Branch of one of the top Internet Service Providers in country with a team of around 50+ Sales, Technical, Support and Admin staff
- Oversee all aspects of the branch operation including management, technical, Sales/Business Development and administration.