ANU AJJAN

SENIOR IT CONSULTANT - DIGITAL TRANSFORMATION

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SUMMARY

Experienced Senior IT Consultant with over 15 years of expertise in leading digital transformation initiatives across industries including logistics, public administration/ eGov, and scientific research. Specialised in aligning IT with business goals, optimising processes, and delivering scalable, sustainable solutions. Strong technical background in SAP Analytics, Agile project management, and data-driven decision making. Recognised for improving operational efficiency, fostering cross-functional collaboration, and driving continuous improvement in complex environments.

PROFESSIONAL EXPERIENCE

Senior IT Consultant | Partner, *I-Gate IT Solutions, Bremen /Remote*　　　Jan 2004 - Present

Led a consulting firm focused on IT transformation and regulatory systems across Germany, the Gulf, and MENA. Actively managed key client projects between full-time roles. Operational responsibilities were delegated during long-term external engagements, while maintaining strategic oversight.

- Designed and delivered a regulatory compliance system automating batch testing workflows, reducing release preparation time by ~20%.
- Architected a full-stack system for a German clothing manufacturer, integrating inventory, production, and POS to improve stock accuracy and operational visibility.
- Revitalised a struggling startup by implementing Agile delivery processes and mentoring teams, enabling product launch in under two months.
- Delivered consulting for NGO and public sector clients across EMEA, streamlining digital workflows and aligning systems with operational goals.
- Consulted with client executives on IT roadmaps and transformation strategies; led cross-functional teams and mentored junior consultants across locations.

Senior IT Consultant, *Neusta Enterprise Services GmbH, Bremen*　　　May 2022 - May 2024

- Led a transformation project for Hapag-Lloyd (logistics sector), eliminating a legacy ticket backlog and implementing streamlined SOPs to improve service operations in direct collaboration with internal and external stakeholders.
- Advised executive leadership on IT sustainability strategies using SAP Analytics Cloud, structuring raw data into business-oriented reports to support decision-making and ESG tracking.

Data Scientist & IT Analyst, *Alfred Wegener Institute, Bremerhaven*　　　Sep 2018 - Sep 2020

Developed IT and data management solutions to support the MOSAiC Arctic expedition - the largest polar research mission in history - under Germany's federal research institute.

- Designed standardised data management plans (DMPs) and metadata workflows for sensors and NearRealTime data collection, improving traceability and cross-team collaboration.
- Used Python to customise open-source tools and templates for scalable integration into AWI's research data infrastructure.
- Collaborated with scientific teams, IT staff, and directors across departments to align technical requirements with international research protocols.

Earlier Experience, Dubai   2006 - 2014

Project Consultant - *SUKAD FZ LLC, Dubai* - 2010-2014
Supported project management transformation using CAM2P framework. Delivered training and consulting to private and government-linked organisations. Engaged in full-cycle project planning and process evaluation to support IT governance improvements and business alignment across sectors.

Business Analyst - eGovernment - *Emaratech, Dubai* - 2006-2010
Collaborated with the General Directorate of Residency and Foreigners Affairs - Dubai (GDRFA-Dubai) on the modernization of national visa, detention, and border control systems. Served as a business analyst on major projects, including eForm and eGate, leading requirements gathering, stakeholder coordination, and the design of secure, process-optimized solutions. Developed comprehensive Business Requirements Documents (BRDs) to ensure clear communication of system requirements. Analysed and documented business needs across airports, seaports, blacklist departments, and detention centres. Proposed functional solutions for services such as visa processing, biometric identification (e.g., iris scanning), and secure communication tools for immigration officials.

PUBLICATIONS & CONTRIBUTIONS

Co-author - MOSAiC Data Policy   2019
Zenodo, 2019 · DOI: 10.5281/zenodo.4537178
Co-authored the official data policy for the MOSAiC Arctic expedition. Contributed to metadata standards and data governance structure for international research collaboration.

Contributor - MOSAiC Data Infrastructure (Referenced in Nature, 2022)   2022
"Overview of the MOSAiC Expedition" Nature Scientific Data
Contributed to the data planning and compliance structure for the MOSAiC expedition as part of AWI's technical team. Work referenced in the article: https://www.nature.com/articles/s41597-022-01678-8

SKILLS

IT Roadmapping	Project Management (Agile/Scrum)	SAP Analytics Cloud
Business-IT Alignment		Power BI │ SQL │ Python
Digital Transformation Planning	Business Process Optimisation	Data Planning & Visualisation
Stakeholder Engagement	Cross-functional Team Leadership	IBM Rational Suite
Change Management	Risk Management	Requirements Engineering

EDUCATION

Master of Science - Information Engineering (Enterprise Systems Engineering)
Damascus University, Syria
Bachelor of Engineering - Computer and Communications Engineering
American University of Beirut, Lebanon

CERTIFICATIONS & ADDITIONAL TRAINING

ITIL Foundation
Applied Business Analytics – MIT Management Executive Education
SAP Analytics Cloud – SAP BTP
Project Management Applied Methodology │ SUKAD
Artificial Intelligence (AI) – MIT Management Executive Education – Current area of study

ADDITIONAL INFORMATION

Languages: English, Deutsch, Arabic