BADR **ARHAD**
IT OPERATIONS EXPERT

36 years old
- Driving License

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in LinkedIn

With over 17 years of experience in IT infrastructure and operations, I specialize in leading high-performing teams and delivering scalable, secure, and resilient server solutions across the EMEA region. My career began at Dell in 2008, and since then, I've held pivotal roles at Atos, EOS, and Concentrix, where I've consistently driven operational excellence and innovation.

In my current role as Associate Director – Global Server (EMEA) at Concentrix, I oversee server infrastructure strategy and operations across Western Europe, Central & Eastern Europe, Middle East, and Africa. I lead a distributed team, ensuring alignment with global standards while addressing regional business needs. My responsibilities include managing budgets, ensuring compliance with regional regulations (e.g., GDPR, NIS2), and driving initiatives such as platform upgrades and hybrid infrastructure rollouts.

My leadership is underpinned by a suite of certifications, including Six Sigma Black Belt, ITIL® V3 & V4, Professional Scrum Master I, and Lean Management. These credentials reflect my commitment to quality, agile methodologies, and continuous improvement.

I am passionate about fostering collaborative cultures, mentoring future leaders, and leveraging emerging technologies to drive business value.

🚀 EXPERIENCES

ASSOCIATE DIRECTOR - GLOBAL SERVER

Concentrix - Since April 2025

- Lead the regional server infrastructure strategy and operations across Western Europe, Central & Eastern Europe, the Nordics, Middle East, and Africa, under the global server leadership.
- Ensure availability, performance, and scalability of server platforms across multiple data centers and 40+ sites in EMEA, aligning infrastructure with local business needs and global standards.
- Manage a senior technical team distributed across sub-regions, fostering operational excellence and leadership development.
- Drive compliance with regional regulations (e.g., GDPR, NIS2, local cybersecurity laws), while enforcing global security policies and audit readiness.
- Act as regional executive escalation point for critical incidents and infrastructure crises, ensuring timely resolution and risk mitigation.
- Collaborate closely with regional CIOs, country IT leads, and global infrastructure counterparts to ensure consistent service delivery and strategic alignment.
- Oversee EMEA server infrastructure budgets and contribute to global cost optimization through vendor consolidation and lifecycle planning.
- Execute on global programs (e.g., platform upgrades, virtualization, decommissioning, hybrid infrastructure rollout) with tailored regional implementation plans.
- Lead regional vendor engagements and ensure SLA performance across a diverse portfolio of providers.
- Identify regional innovation opportunities (e.g., AI in server operations, edge computing, smart cooling), and support global adoption through pilot projects in key countries.

GROUP MANAGER - GLOBAL SERVER

Concentrix - July 2024 to April 2025 - Full-time - Morocco

- Ensure alignment of server technology with the business's overall objectives.
- Ensure the global infrastructure's scalability, reliability, and performance.
- Manage and mentor a team of server administrators, system engineers, and other IT staff.
- Promote team development, set clear performance objectives, and foster a collaborative work environment.
- Define and implement operational standards, policies, and procedures to ensure consistent performance and security of global server assets.
- Work closely with other IT and business units to meet global business requirements.
- Ensure server systems adhere to regulatory requirements and organizational security policies.
- Manage vendor relationships, negotiate contracts, and ensure compliance with service-level agreements.
- Plan, budget, and oversee the server infrastructure spending globally.
- Collaborate with regional IT teams to ensure smooth operation of servers and related services.

- Act as a point of contact for escalations and critical issues pertaining to the server environment.
- Lead server-related projects, including upgrades, migrations, and deployments, ensuring projects are completed on time and within budget.
- Drive innovation by evaluating emerging server technologies and incorporating them into global strategies when applicable.

HEAD OF GLOBAL IT IMPLEMENTATION

CONCENTRIX + Webhelp

Concentrix+Webhelp - April 2022 to June 2024 - Full-time - Rabat - Morocco

- Global IT Implementation Leadership: Lead and oversee the implementation of global IT projects, ensuring they are delivered on time, within budget, and meet the specified requirements.
- Level 3 Support Management: Direct the Level 3 support team, responsible for handling advanced technical issues and escalations beyond the capabilities of the standard support teams.
- Strategy and Planning: Develop and execute a strategic plan for global IT implementation and support, aligning with the overall business strategy and technological advancements.
- Cross-Functional Collaboration: Collaborate with various departments and IT teams to ensure cohesive and effective implementation of IT systems and services.
- Team Leadership and Development: Manage, mentor, and develop a diverse team of IT professionals, fostering a culture of continuous improvement and excellence.
- Quality Assurance and Compliance: Ensure that all IT implementations and support activities adhere to quality standards and comply with relevant regulations and company policies.
- Stakeholder Management: Engage and communicate effectively with stakeholders at all levels of the organization to ensure alignment and support for IT initiatives.
- Resource Management: Allocate resources efficiently, including budget, personnel, and technology, to support IT implementation and support activities.
- Process Improvement: Continuously evaluate and improve IT implementation and support processes for greater efficiency, effectiveness, and user satisfaction.
- Technology Innovation: Stay abreast of emerging technologies and industry trends to drive innovation in IT implementation and support services.
- Incident and Crisis Management: Oversee the management of critical incidents, ensuring rapid and effective resolution and minimizing impact on business operations.
- Reporting and Analytics: Provide regular reports and analysis on IT implementation and support performance, using data to drive decision-making and improvements.

SERVICE DELIVERY MANAGER

pwc Atos EOS

EOS IT Outsourcing - December 2021 to April 2022 - Full-time - Casablanca - Morocco

- Contract Review and Management: Take responsibility for reviewing, negotiating, and managing contracts with offshore service providers and partners. Ensure that all contracts align with the company's strategic goals and comply with legal and regulatory standards.
- Contract Renewal and Optimization: Lead the process of contract renewals, focusing on optimizing terms and conditions to benefit the company's objectives. Regularly assess the performance of service providers against contract stipulations to inform renewal decisions.
- Alignment with Tribe and Squads Structure: Ensure that the offshore service strategy and operations are fully integrated and aligned with the company's Tribe and Squads organizational structure. This includes facilitating collaboration between different Squads and ensuring that the services provided by offshore teams support the specific needs of each Tribe.
- Performance Metrics and SLA Management: Develop and monitor key performance indicators (KPIs) and service level agreements (SLAs) in line with the Tribe and Squads objectives. Ensure that offshore teams meet or exceed these metrics, driving continuous improvement.
- Stakeholder Engagement in Contract Processes: Engage relevant stakeholders, including Tribe Leads and Squad Members, in the contract review and renewal processes. Gather their input and feedback to ensure that contracts meet the functional and technical needs of each team.
- Change Management in Contract Transitions: Oversee change management processes during contract transitions, ensuring minimal disruption to offshore services. This includes effective communication and training for both offshore teams and internal stakeholders to adapt to new contract terms or providers.

OFFSHORE/SERVICE DELIVERY MANAGER

pwc Atos

Atos - January 2020 to December 2021 - Full-time - Casablanca - Morocco

- Offshore Team Management: Lead and manage the offshore IT service team, ensuring effective performance, productivity, and alignment with the company's objectives.
- Client Relationship Management: Act as the primary point of contact for clients, managing and nurturing relationships, and ensuring high levels of satisfaction with IT services.
- Project Management: Oversee and coordinate offshore IT projects, ensuring they are delivered on time, within scope, and budget.
- Quality Assurance: Ensure the delivery of high-quality IT services and solutions, implementing quality control processes and standards.
- Communication: Facilitate clear and effective communication between offshore teams and onshore stakeholders, bridging any cultural or time zone differences.
- Resource Management: Allocate and manage resources effectively, including staffing, budgets, and IT infrastructure.
- Risk Management: Identify, assess, and mitigate risks associated with offshore IT operations.

- Compliance and Security: Ensure that offshore IT operations comply with relevant laws, regulations, and best practices, particularly in data security and privacy.
- Reporting and Documentation: Prepare and present regular reports on offshore IT operations, performance metrics, and project status to senior management.
- Innovation and Improvement: Continuously seek opportunities for improvement in offshore IT operations and service delivery, staying updated with emerging technologies and industry trends.

TOWER SERVICE MANAGER (INFRASTRUCTURE & APPLICATION)

Atos - May 2016 to December 2019 - Full-time - Casablanca - Morocco

- Process Management: Develop, implement, and oversee IT processes and policies within the Infrastructure and Application tower. Ensure processes are efficient, scalable, and aligned with overall IT and business strategies.
- Service Level Agreement (SLA) Management: Define, negotiate, and manage SLAs for IT services within the tower. Ensure that all IT services meet or exceed agreed-upon performance and quality standards.
- Production Committees Management: Lead and coordinate production committees to review and assess the performance of IT services. Facilitate discussions and decision-making processes to align IT services with business objectives.
- Service Continuous Improvement: Implement a continuous improvement framework for IT services. Regularly review and analyze service performance data to identify improvement opportunities and implement enhancements.
- Services/People Management: Oversee a team of 114 full-time employees (FTEs), including hiring, training, and performance management. Foster a collaborative and high-performing team environment.
- Infrastructure & Application Oversight: Manage the infrastructure and application aspects of IT services, ensuring they are robust, secure, and capable of meeting current and future business needs.
- Budget and Resource Allocation: Responsible for the budget and resources of the Infrastructure & Application tower. Ensure optimal allocation of resources to meet strategic goals and service requirements.
- Stakeholder Communication: Act as the key point of contact for all stakeholders regarding infrastructure and application services. Maintain transparent communication about service performance, challenges, and improvements.
- Risk Management and Compliance: Ensure that infrastructure and application services comply with relevant laws, regulations, and company policies. Proactively identify and mitigate risks related to these services.
- Vendor and Contract Management: Manage relationships with vendors and service providers, including contract negotiation and management, particularly for services related to infrastructure and applications.
- Technology Roadmap Development: Develop and maintain a technology roadmap for the Infrastructure and Application tower, aligning IT capabilities with the evolving needs of the business.
- Disaster Recovery and Business Continuity: Ensure robust disaster recovery and business continuity plans are in place for all critical infrastructure and applications.

SERVICE DESK MANAGER

Atos - November 2014 to May 2016 - Full-time - Casablanca - Morocco

- Service Desk Leadership: Lead the IT Service Desk team, ensuring efficient and effective resolution of end-user issues and requests. Manage day-to-day operations of the service desk.
- Performance Management: Monitor and evaluate the performance of the service desk activities and personnel. Implement strategies to improve quality, productivity, and customer satisfaction.
- SLA and KPI Management: Develop and oversee Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) for the service desk. Ensure that service desk activities meet or exceed these standards.
- User Support and Communication: Ensure that the service desk provides high-quality customer service and support. Develop communication strategies to keep users informed about service updates and changes.
- Team Development and Training: Hire, train, and develop service desk staff. Foster a culture of continuous learning and improvement.
- Incident and Problem Management: Oversee incident and problem management processes. Ensure timely resolution of issues and identification of root causes to prevent future occurrences.
- Process Improvement: Continuously review and improve service desk processes and procedures for greater efficiency and effectiveness.
- Technology and Tools Management: Evaluate and implement service desk tools and technologies to enhance service delivery. Ensure the service desk team is equipped with the necessary tools and skills.
- Reporting and Analysis: Generate and review reports on service desk performance and metrics. Provide insights and recommendations to IT management.
- Stakeholder Engagement: Act as a point of contact for stakeholders regarding service desk services. Collaborate with other IT teams to ensure cohesive service delivery.
- Budget Management: Manage the budget for the service desk, including forecasting, resource allocation, and cost control.
- Compliance and Best Practices: Ensure the service desk operates in compliance with company policies and industry best practices.

TEAM LEAD

Dell - September 2010 to November 2014 - Full-time - Casablanca - Morocco

- Customer Management
- 24/7 Service Level Agreement Management
- People Management (40 engineers & Support and function supports)
- IDP Management

- Customer Satisfaction & Compliancy Management

CLIENT TECHNICAL SUPPORT SENIOR ASSOCIATE

Dell - June 2008 to September 2010 - Casablanca - Morocco

- Technical and Functional Expert
- SLA Management
- Escalation Management
- Satisfaction and Compliancy Management

SERVICE DESK TECHNICAL SUPPORT (WANA)

Accolade - January 2008 to June 2008 - Full-time - Casablanca - Morocco

SKILLS

SAFE FOR LEAN ENTREPRISE

Organizational Agility	★★★⯪☆	Lean Portfolio Management	★★★☆☆
Entreprise Solution Delivery	★★★☆☆	Agile Product Delivery	★★★★☆
Team and Technical Agility	★★★★☆	Continuous Learning Culture	★★★★★
Lean-Agile Leadership	★★★★★		

SCRUM (CERTIF. PSM 1)

Professional SCRUM Master	★★★★★	SCRUM Master	★★★★★

ITIL OSA (CERTIF.) : OPERATIONAL SUPPORT AND ANALYSIS

Incident Management	★★★★★	Problem Management	★★★★★
Change Management	★★★★★	Service Desk Management	★★★★★

PRINCE2® PRACTITIONER CERTIFICATE IN PROJECT MANAGEMENT

Project Management	★★★★☆

TECHNICAL SKILLS

System and Database Engineering	★★★⯪☆	Microsoft HyperV	★★★☆☆
VMware	★★★☆☆	Microsoft Azure	★★☆☆☆
Business Intelligence	★★⯪☆☆	Amazon Web Services (AWS)	★☆☆☆☆

LEAN SIX SIGMA

Advanced Understanding of Lean Six Sigma Principles	★★★★★	Project Management	★★★★☆
Data Analysis and Statistics	★★★☆☆	Problem-Solving	★★★★★
Process Improvement	★★★★★	Change Management	★★★★★
Leadership and Team Facilitation	★★★★★	Customer Focus	★★★★★
Communication and Presentation Skills	★★★★★		

EDUCATION

- **October 2009 to October 2011** - Ecole marocaine des Sciences d'Ingénieurs - Bac+5 - IT Engineer Specialized on MIAGE
Graduated in methods applied in business management

- **October 2008 to October 2009** - Ecole Marocaine des Sciences d'Ingénieur - Bac+4 - IT Engineer
Network and IT engineering

- **October 2006 to October 2009** - Institut Supérieur de Gestion et d'Informatique - Specialized Technician in Computer Systems and Networks
Best Of Class

- **September 2003 to August 2006** - Mly Driss 1st High school - Bachelor's degree in experimental sciences

LANGUAGES

English
Conversational

French
Fluent

Arabic
Fluent

CERTIFICATIONS

OPERATIONAL EXCELLENCE
EXPERT - OPEX 16/12/2023
(View certification)

SIX SIGMA BLACK BELT
14/12/2023
(View certification)

QMS AUDITOR_LEAD AUDITOR
CERTIFICATION 30/05/2023
(View certification)

ITIL® V3 OPERATIONAL SUPPORT
AND ANALYSIS CERTIFICATE
(ITILOSA) 08/04/2016
(View certification)

ITIL® V4 FOUNDATION
CERTIFICATE IN IT SERVICE
MANAGEMENT 17/12/2019
(View certification)

PROFESSIONAL SCRUM MASTER I
29/04/2021
(View certification)

RISK MANAGEMENT EXPERT
07/12/2023
(View certification)

PROCESS IMPROVEMENT AND
PROCESS MAPPING EXPERT
07/12/2023
(View certification)

LEAN MANAGEMENT AND
MANUFACTURING EXPERT
14/12/2023
(View certification)