



# Mohammad Afshari

ServiceNow & Workday Capability Center Manager

Digital thought leader driving transformational change in organisations through motivation of teams and people. Exceptional record in delivering value as an IT Manager, IT Program Manager and IT Product Manager. Experienced public speaker and large events facilitator with exceptional presentation skills.

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📍 The Hague, Netherlands

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## WORK EXPERIENCE

### ServiceNow & Workday Capability Center Manager Shell

01/2020 – Present Bengaluru, India

*Achievements/Tasks*

- Leading 150 passionate professionals delivering integrated digital employee experiences on enterprise wide platforms of ServiceNow and Workday used by over 100,000 end-users
- Capability Center competency and talent development
- Integrated DevOps delivery

### ServiceNow Program Manager Shell

09/2018 – 12/2019 The Hague, Netherlands

*Achievements/Tasks*

- Driving transformational change in Shell IT by implementing ServiceNow IT Business Management to manage the E2E IT value chain on a single integrated platform used by 5000+ IT users.
- Enabled real time data driven decision making for the IT Executive team and CIO's.
- Driving ServiceNow platform strategy and its expansion beyond IT use cases (i.e. introduction of ServiceNow Legal case management)
- Platform and contract owner managing strategic partnership with ServiceNow. Contract value of multi million dollars per annum.

### IT Manager Shell

03/2016 – 08/2018 The Hague, Netherlands

*Achievements/Tasks*

- Leading 100+ passionate professionals delivering MI, Analysis & Data solutions for all of Shell's global functions covering Finance, HR, Corporate, Real Estate with over \$40M budget per annum.
- Delivered Finance IT strategy endorsed by Shell Finance Digital DRB (includes Shell CFO)
- Delivered revised Master Data Management strategy and next generation MDM solution selection.
- Delivered next generation HCM SaaS selection business case.

### IT Product Manager Shell

01/2010 – 02/2016 The Hague, Netherlands

*Achievements/Tasks*

- Digital transformation of Shell's reserves and resource account management process (post 2004 reserves scandal) by implementing a 3rd party solution replacing decades old management of the associated most confidential data in MS Excel.
- \$8M budget per annum.
- 15+ DevOps team members.

## EDUCATION

### Bachelor of Engineering (Hons), Electronics Majoring in Computer Multimedia University

2001 – 2004 Cyberjaya, Malaysia

## SKILLS

Leadership People Management Value Delivery

Strategic Thinking Change Management

Program Management Communication

Stakeholder Management Commercial Acumen

Team Building

## PERSONAL PROJECTS

Co-founded Shell's first Toastmasters Club in the Netherlands (2010)

President of 1st Malaysian Interschool Peace Conference (2005)

## CERTIFICATES

Business Relationship Management Professional  
*Business Relationship Management Institute (BRM Institute)*

## LANGUAGES

English  
*Native or Bilingual Proficiency*

Farsi/Persian  
*Native or Bilingual Proficiency*

## INTERESTS

Public Speaking Technology Music Football