



Mohammad Afshari

ServiceNow, Workday & Automation Capability Center Manager

Digital thought leader driving transformational change in organisations through motivation of teams and people. Exceptional track 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 & Automation Capability Center Manager Shell

01/2020 - Present

The Hague, Netherlands

Achievements/Tasks

- Leading 200 passionate professionals delivering integrated digital employee experiences on enterprise wide platforms of ServiceNow and Workday used by over 100,000 end-users, along with delivering automation opportunities for the enterprise.
- 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)

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)
- Assist in 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.

IT Service Delivery Lead / Technology Consultant Shell Development Iran / SIEP

01/2016 - 12/2019

Tehran, Iran / Rijswijk, Netherlands

Achievements/Tasks

- Responsible for delivery and execution of in country IM/IT plan with a budget of \$1M USD
- Support global hosting & storage assurance function

EDUCATION

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

2001 - 2004

Cyberjaya, Malaysia

SKILLS

Leadership

Value Delivery

Strategic Thinking

Team Building

People Management

Stakeholder Management

Commercial Acumen

Program Management

Product Management

Change Management

Communication

Resilience

Public Speaking

Event Facilitation

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

Facilitating Large Events

Technology

Blockchain

Financial Markets

Music

Football