

Ismail BAYI

IT & Digital Transformation Manager



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PROFILE

IT & Digital Transformation Manager with 14 years of experience in information systems. Accountable for IT infrastructure and digital transformation at Wilmaco, where I **turn business needs into digital solutions**. **Single point of contact between the Morocco business teams and the SAP deployment team based in Singapore** for the S/4HANA and Ariba rollout. Also open to **Contact Center** roles: VoIP / PBX and ITSM background, SLA-driven support teams, Arabic / French / English.

KEY ACHIEVEMENTS

IT infrastructure — Morocco scope

Servers, switching, SD-WAN, ISP links, firewall, Wi-Fi, Data Center and backup managed end to end.

Process digitalisation

Business needs turned into solutions: PR/PO purchase workflow, Power BI Sales & Finance, Time Attendance, paperless.

Contact Center & support operations

IT support teams led against SLAs, major incident and escalation management, ITIL processes and knowledge base.

SAP rollout — Morocco / Singapore link

Single point of contact between Moroccan business teams and the S/4HANA & Ariba deployment team in Singapore.

Business continuity

Veeam on-site backup and off-site replication; availability of critical systems secured.

Voice & telephony

VoIP gateways and PBX servers configured and deployed, with reporting and end-user training.

PROFESSIONAL EXPERIENCE

07/2025 –
Present

IT & Digital Transformation Manager

Wilmaco – JV Wilmar International & Cosumar • Casablanca

Accountable for IT infrastructure and digital transformation; Morocco focal point for the group SAP programme.

- **IT infrastructure:** systems administration, servers, switching, SD-WAN, ISP links, firewall, Wi-Fi, Data Center and backup.
- **Business process digitalisation:** business needs converted into digital solutions, workflow automation, paperless.
- **SAP S/4HANA & Ariba rollout:** focal point between the Morocco business teams and the deployment team in Singapore.
- **Purchase approval workflow (PR / PO) in SAP:** owned requirement scoping and implementation follow-up.
- **Power BI dashboards:** design and deployment.
 - **Sales:** real-time monitoring and analysis of commercial performance.
 - **Finance:** accounts receivable collection and accounts payable tracking.
- **CCTV surveillance system redesign:** new architecture and extended site coverage.
- **Time Attendance:** time and attendance management deployed with the Cossec Matrix solution.
- **Veeam Backup:** on-site backup and off-site data replication.
- **Wilmaco website:** designed, built and launched in-house.
- **IT support & telephony:** user support with ticket handling and escalation; IP telephony and carriers managed.
- **Governance:** IT budget (OPEX/CAPEX), vendors and carriers, cybersecurity and access management.

07/2024 –
06/2025

IT Project Manager

Axians Morocco – Vinci Energies • Casablanca

IT infrastructure and network modernisation projects for industrial, port and institutional clients.

- **Project delivery:** scope, risks, resources, schedule, deliverable quality and stakeholder reporting.
- **Client relationship management:** single point of contact for client accounts — escalation handling and progress reporting.

Projects delivered

- **APIC L2 to APIC L4 migration** (Cisco ACI) — OCP Group.
- **LAN & Wi-Fi modernisation** with Huawei switching and access points — Dicastal Citic.
- **CCTV surveillance** for port equipment monitoring — APM Terminals, Tanger Alliance.

- **HP Aruba ClearPass (NAC):** secure network access control — Tanger Alliance.
- **Ucopia Wi-Fi:** Wi-Fi access management portal — Université Internationale de Rabat.
- **Anti-intrusion CCTV system** — Royal Gendarmerie of Morocco.

Clients: OCP Group · Dicastal · APM Terminals · Tanger Alliance · Polydesign · Valeo · UIR · Royal Gendarmerie

01/2023 –
06/2024

Senior Information Technology Officer
Wilmaco – JV Wilmar International & Cosumar · Casablanca

Built and ran the company's technology infrastructure.

- **IT infrastructure build:** SD-WAN, firewall, LAN network, Data Center, CCTV and access control.
- **SAGE payroll system:** requirement analysis, market solution benchmark, decision-making and project ownership through to Go Live.
- **Infrastructure supervision** (networks, servers, systems, security) and IT support to ensure service continuity.
- **Helpdesk & user support:** incidents qualified, resolved, escalated and reported; telephony and connectivity available.
- **Contribution** to IT budget planning and technology investment decisions.

02/2020 –
01/2023

IT Support Team Manager
Umanis · Casablanca

Led IT support teams and managed critical incidents in line with ITIL best practices.

- **Supervision** of IT support activities and major incident management.
- **Service quality tracking** against SLAs and coordination of teams on complex incidents.
- **Continuous improvement** of IT processes (problem management, knowledge base).

05/2019 –
02/2020

Technical Support Lead (Level 2)
Colas Digital Solutions · Casablanca

- **User support** and administration of Windows environments and workstations.
- **Incident management** through ITSM tools, update rollout and security policy deployment.

06/2012 –
04/2019

Technical Support Engineer
Ecocarrier Inc. · Toronto, Canada

- **L1/L2 support:** analysis, incident resolution and escalation of complex issues.
- **VoIP solutions:** configuration and deployment of gateways and PBX servers, reporting and training.

EDUCATION

2011 – 2013	Professional Master's Degree – Information Systems Management FST Settat – Hassan 1st University
2010 – 2011	Professional Bachelor's Degree – Systems, Networks and Security Engineering FST Settat – Hassan 1st University
2010	Higher Technician Diploma – Computer Networks Institut Spécialisé des Technologies Appliquées

CERTIFICATIONS

- Cisco CCNA
 - ITIL Foundation (AXELOS)
 - Google Project Management Certificate
 - IBM Project Manager
 - IBM Cybersecurity Analyst
 - Project Management Advanced (35h)
- Agile with Atlassian Jira
 - IS/IT Governance (University of Minnesota)
 - AWS – Generative AI Learning Plan for Decision Makers
 - Huawei ICT Academy – Artificial Intelligence Technology and Applications
 - Google IT Support Certificate

TOOLS & LANGUAGES

Tools	SAP S/4HANA, SAP Ariba, SAGE Payroll, Power BI, Palo Alto Firewall, Cisco ACI, Cisco & Aruba switching, HP Aruba ClearPass (NAC), Huawei, SD-WAN, Windows Server, Veeam Backup, VoIP / SIP / PBX, ITSM ticketing tools, ITIL, Agile & Jira
Languages	Arabic Native French Full professional English Full professional