

DAVID SANCHEZ DE GROEVE

Director of IT Operations & Infrastructure | Enterprise Technology & Digital Transformation Leader

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TRANSFERABLE IQAMA — IMMEDIATE START AVAILABLE IN RIYADH

PROFESSIONAL SUMMARY

Technology executive with 20+ years leading national-scale IT operations, infrastructure, and enterprise transformation programs across the Gulf and Europe. Directed operational resilience for Saudi Arabia's mada national payment system (8.9B+ annual transactions, SAR 613.9B in value) through a zero-downtime migration to the Tier IV KAFD Data Center. ITIL Expert with deep IT operations governance, infrastructure delivery, multi-entity consolidation, and regulatory compliance experience across SAMA, CST, and Saudi PDPL frameworks. Holds a transferable Iqama, enabling immediate deployment in Riyadh without visa processing delay.

KEY ACHIEVEMENTS

- Directed IT operations and infrastructure resilience for Saudi Arabia's mada national payment system — 8.9B+ annual transactions valued at SAR 613.9B — sustaining zero unplanned downtime.
- Led the zero-downtime migration of mada infrastructure to the Tier IV Gold KAFD Data Center, a mission-critical national infrastructure program.
- Scaled BNP Paribas IT operations from 15 to 130+ engineers across 26 countries, managing a €5M+ annual budget while sustaining 99.9% availability.
- Reduced major incidents by 35% at both BNP Paribas and Saudi Payments through standardized ITIL change, incident, and release protocols.

PROFESSIONAL EXPERIENCE

Director of IT Operations & Infrastructure - March 2023 – June 2026

Rommaana (InsurTech Platform) - Riyadh, Saudi Arabia

- Led IT operations, infrastructure, and engineering as the company's senior-most technology executive and co-founder, overseeing architecture, delivery, and operational decisions end-to-end.
- Built and operated a secure, high-availability Insurtech infrastructure from scratch within 6–12 months with a lean, remote engineering team spanning the UK and Mexico.
- Embedded full SAMA / CST / PDPL compliance into infrastructure, data pipelines, and operational workflows.
- Secured Spanish government grant funding for Rommaana's Spain-based financing entity, through business plan preparation and application management, supporting capitalization of the Saudi operating company.
- Implemented AI-augmented development workflows, reducing development time by 20%.
- Delivered production-grade API integration with a national insurance carrier's system.
- Won the Saudi Insurance Authority Hackathon Award for a voice AI innovation.

Service Operations Manager - March 2020 – March 2023

Saudi Payments (mada) - Riyadh, Saudi Arabia

- Directed operational resilience for Saudi Arabia's national payment system, supporting 8.9B+ annual transactions (SAR 613.9B in value) with zero unplanned downtime.
- Led the zero-downtime migration of mada infrastructure to the KAFD Data Center, a Tier IV Gold facility.
- Contributed to the national milestone of 70% retail e-payments adoption in Saudi Arabia.
- Reported to C-level executives and SAMA regulators on infrastructure resilience and compliance posture.
- Led multi-vendor, multi-contractor coordination for mission-critical national infrastructure, managing projects with budgets exceeding SAR 50M.
- Established rigorous change, incident, and release protocols, reducing major incidents by 35%.

Head of Operations - September 2015 – March 2020

BNP Paribas (26-Country Operations) - Madrid, Spain

- Scaled technology operations from 15 to 130+ engineers across 26 countries.
- Managed a €5M+ annual budget, including enterprise SLA negotiations.
- Achieved 99.9% availability alongside a 35% reduction in major incidents.
- Standardized ITIL frameworks and implemented PPM tools and dashboards for portfolio governance.
- Eliminated duplicate vendor spend while maintaining service levels, and designed structured engineering career ladders to mentor technical teams.

IT Team Lead - February 2009 – September 2015

International Air Transport Association (IATA) - Greater Madrid Metropolitan Area

- Sole IT lead for the Madrid hub, reporting to teams in Montreal and Geneva.
- Supported the conversion of the Madrid office into one of IATA's five global hubs, growing from 50 to 200+ users.
- Coordinated with senior management across Madrid, Montreal, and Geneva to secure additional floor space at Torre Europa.
- Led the complete technical buildout — networking, servers, data center, inter-floor interconnections, desktop computers, and IP telephony — working directly with the construction contractor.

Service Desk Technician - March 2007 – December 2008

Natixis - Madrid, Spain

- Delivered rapid-resolution technical support to maintain operational continuity for core financial platforms.
- Acted as technology advisor, identifying and implementing system performance improvements.
- Contributed to the stability and reliability of Natixis's broader Madrid IT environment.

PROJECTS

Founder & AI Solutions Architect - March 2026 – Present

KSA Verified — Digital Presence & Verification Platform for Saudi SMEs - Riyadh, Saudi Arabia

- Built a platform to automate and elevate the web presence of small and medium-sized businesses across Saudi Arabia, aligned with Vision 2030 digital-transformation priorities.
- Engineered the core architecture and automated web-deployment engine for local market compliance and speed.
- Developed streamlined customer onboarding workflows to accelerate business registration and time-to-visibility.
- Structured operational and support workflows to maintain reliable, always-on service for active clients.

CERTIFICATIONS & EXPERIENCE VALIDATION

- ITIL Expert — Enterprise Service Management
- ITIL Service Transition (ITIL-ST) — PeopleCert, issued June 2015 (Credential ID: GR750445329DS)
- ITIL Foundation — PeopleCert, 2018
- Project Management training completed internally at BNP Paribas (non-PMI certification)
- Certificate of Experience issued by BNP Paribas, authenticated by consular stamp, in recognition of a career built through direct industry practice from age 17 rather than formal university study.

KEY SKILLS & COMPETENCIES

IT Operations & Infrastructure: National-scale technology infrastructure · Tier IV critical facilities (KAFD Data Center) · Zero-downtime migration execution · Mission-critical infrastructure delivery · Cloud hosting & platform operations · IT Service Management (ITSM) · Business continuity & disaster recovery planning

Portfolio & Program Management: Portfolio management (PPM tools, dashboards, strategic alignment) · Capital project lifecycle management · Multi-vendor and multi-contractor coordination · Risk management & change control · Benefits realization & performance monitoring

Governance & Compliance: ITIL Expert governance frameworks · SAMA cybersecurity framework · CST requirements · PDPL compliance · Enterprise risk management · Audit-ready operating frameworks

Strategic & Financial: Strategic planning & technology roadmaps · Budget management (€5M+) · Executive & board-level reporting · Stakeholder engagement across multi-country operations

Technical: Enterprise architecture · ServiceNow, Tableau, Power BI, Grafana · Oracle SQL, SharePoint, Excel/VBA · IT service management

SAUDI MARKET EXPERTISE

Regulatory & Compliance: SAMA Cybersecurity Framework · CST Requirements · Saudi PDPL · KAFD Data Center Operations · mada Payment System · Saudi Insurance Authority Regulations

Market Context: Vision 2030 strategic initiatives · National payments and financial infrastructure · Saudi InsurTech and financial-services regulatory landscape

Bilingual / Arabic Keywords: مدى (mada) — National Payment System · البنك المركزي السعودي (SAMA) · رؤية 2030 (Vision 2030) · نظام حماية البيانات الشخصية (Saudi PDPL) · هيئة الاتصالات والفضاء والتقنية (CST)

LANGUAGES

Spanish: Native / Bilingual | **English:** Full Professional | **French:** Professional Working | **Arabic:** Elementary

REFERENCES

Available upon request, including from Saudi Payments (mada) leadership and BNP Paribas regional leadership.