### *IMRAN*

*Email:* *imran.180048@2freemail.com*

*Qualifications for: Project Management & Service Delivery – Network Operations/ Infrastructure – Technology Integration*

Career Profile

To obtain an IT position that utilizes my experience as an IT Manager having responsibilities for all aspects of IT including managing staff and departmental budgets.

SKILLS, EXPERTISE & MAJOR STRENGTHS

High-energy leader offering over 15 years of experience and success in driving IT operational growth with international exposure (England & Singapore), leading start-up and turnaround efforts, and maximizing business opportunities. Areas of expertise includes: **project** management, IT management, change management & procurement.

Experience in IT **Infrastructure** areas**,** particularly, in the areas of planning, deploying, monitoring and supporting **infrastructure** technology with strong adherence to the PMBOK body of knowledge. Knowledge of **project** management principles and practices, defines and creates schedules, statements of work, directs, and coordinates projects by establishing a work plan, arranging staffing, assigning duties, producing reports, and ensuring the progression and completion of the **project**.

Manage with the ability to understand & address the needs of the business through technology or process solutions that delivers explicit business value. Proficiency with Microsoft **Project**, Excel, Word, PowerPoint, Outlook, Visio, Share Point, Virtualization (Hyper V-VMware), Exchange, Access, IIs, WDS, FTP, Media, Terminal services and Remedy. Operations & General Management, **Project** Management, International Delivery, Team Building & Leadership, SLA, OLA & KPI (Key Performance Indicators ) management.. Support of ITIL standard best practices and contribute to continuous improvement for the benefit of the organization.

**CORE COMPETENCIES:**

Strong technical understanding of global IT **infrastructure** architecture

Comprehensive understanding of Infrastructure components and protocols and how they fit into an enterprise architecture, including network, TCP/IP protocols, GPOs (IPSec), Microsoft servers (Active Directory, DHCP, DNA, VPN, WIN, project, SQL), Linux servers, various enterprise operating systems (Windows/Unix/Linux), Network Attached Storage (NAS), databases (RDMS), infrastructure enabling protocols (RIP, EIGRP, OSPF, BGP), various network/application protocols, security threats remedy and Tshoot.

A solid understanding of **Project** Management Methodology (PMM) fundamentals and ITIL processes framework.

Excellent ability to collaborate comfortably and effectively with and influence senior managers and other key leaders and staff members in making technology decisions while driving towards a scalable, supportable IT architecture.

A deep knowledge of new, emerging & evolving IT **Infrastructure** technologies, processes, methodologies & leading practices, which include networking, cabling, servers, virtualization,  storage, IP telephony(VOIP) and audio visual/video conferencing. Ability to apply that knowledge to develop robust infrastructure solutions that effectively support business objectives.

Excellent ability to manage teams working on multiple, large, cross-functional **projects** and to effectively influence other managers and key stakeholders during the development and implementation of those **projects.**

A strong team player with experience in recruiting, developing, promoting and proactively building a cohesive team.

Written and oral communication skills appropriate for the position, including the ability to speak with authority on technical issues in various professional settings and to persuade listeners regarding best approach to resolving user's problem (may include communication via telephone, in person, presenting to large groups, community events).  Ability to write complex documents (may include policies and procedures and presentations).  Communicate with a wide variety of individuals (employees and all levels of management) throughout the organization and outside of the organization (i.e. clients, vendors).

ACADEMIC QUALIFICATION

### Master of Business Administration – Middlesex University Business School, London/England (UK)

### *(With concentration in the Technology Management)*

### Masters in Social Sciences (MIR) – Punjab University

### BSc with main stream Statistics – Punjab University

### FSc – Lahore Board of Intermediate

**PROFESSIONAL TRAININGS**



***CCSP | CCNP | CCNA (Router-Switching/ Voice/ Wireless) | CCENT | MCTS | MCITP | RHCE (Linux) | A+ | E-Commerce | ITIL V3 Foundation***

 ***PMI PMP- Certification course (PMBOK® 4th edition)***

**CAREER HISTORY**

Currently, working as ***Senior Consultant* -** Project Manager for Client Engagements, managed the relationship with several business groups for technical projects.  Planned, coordinated, and managed a portfolio of technical projects within the assigned business groups.  Responsible for leading all aspects of projects from start to finish including project team definition, resource allocation decisions with Managers of impacted departments, stakeholder interfaces, project planning, functional documentation, full project execution, tracking, reporting, rollout, interface with other business departments, and formalized project closure.

**IT Project Manager, Astaa Technologies (Pvt.) Ltd. Lahore. PK (2009 – 2012)**

Astaa Technologies involved in IT **Infrastructural** Operations and network support consultancy: Total operational strength includes 5 branches; located in Dubai, Islamabad, Peshawar, Lahore and Karachi.

As Senior Manager: Managed **infrastructure** type projects: from network cabling to LAN, Server and PC integration and consolidation activities. This included but not limited to understand customer requirements, budget, objectives, user expectations and plan accordingly making sure **projects** were delivered on time, within budget and within company IT standards.

Oversee assigned **infrastructure** projects to ensure that implementation and prescribed activities were carried out in accordance with specified objectives, budget and timelines. Met all deadlines and make all necessary design and configuration modification needed to meet internal user requirement. Successfully developed an internal **project** management process to handle small to mid size IT projects. The main objective of the process was to track and standardized local **projects** handled by the onsite IT team lead and support organization to manage projects in cost effective and timely manner.

**Key Responsibilities Included:**

* Planned and coordinated various activities for small to mid size IT **infrastructure** projects.
* Implement assessments and recommendations for **project** deliverables.
* Participates in meeting to understand deliverable, costs and **project** feasibility.
* Prepare and maintain **project** plans and track activities against the plan, providing regular and accurate reports to customers and line management as appropriate. Also manage and handle changes while **project** within all **project** phases.
* Work with internal & external parties to organize the various components needed to initiate, run & conclude major **projects**.
* Produce technical, business & economic feasibility document & ideas by involving different technical & non technical group.
* Manage **project** personnel responsible for implementation of the **project** tasks (hold and chair regular works meetings, motivate staff, manage conflicts and crises).
* Assess risks and hazards to the success of the **project** and take appropriate measures for avoidance
* Conduct IT site surveys during mergers and acquisitions.
* Monitor **project** costs and schedule to ensure that the **project** does not exceed the approved budget and stays within prescribed timeline. Responsible for understanding and managing financials and P&L, budgeting, forecasting and managing all aspects of the customer’s accounts, information technology ITIL and service offerings.

**Regional IT Head, Beaconhouse System (Pvt.) Ltd. Lahore. PK (2005 – 2008)**

The **Beaconhouse Group** is one of the largest privately owned education systems in the world that has a global network into following countries: Pakistan, [Bangladesh](http://en.wikipedia.org/wiki/Bangladesh), [Indonesia](http://en.wikipedia.org/wiki/Indonesia), [Malaysia](http://en.wikipedia.org/wiki/Malaysia), [Oman](http://en.wikipedia.org/wiki/Oman), [Pakistan](http://en.wikipedia.org/wiki/Pakistan), [Philippines](http://en.wikipedia.org/wiki/Philippines), [Thailand](http://en.wikipedia.org/wiki/Thailand) and the [United Kingdom](http://en.wikipedia.org/wiki/United_Kingdom). The Group is involved in a range of education, **infrastructure**, and technology products. Locally, it has expanded over 146 sites and approximately 11,000 employees.

Managed 15 people to provide support +2000 Desktops and +30 servers for Beaconhouse, implemented, managed and coordinated new IT **projects**.

While in this position, about 50% of my time was used to manage infrastructure type **projects**, from network cabling to LAN, Server and PC integration and consolidation activities. This included but not limited to understand client’s requirements, budget, & objectives, manage expectations and plan accordingly.

Successfully achieved SLA’s/OLAs (Service Level Agreements and Operation level agreements) and costs reduction by improving internal process and server consolidation by 30%.

Excellent communication and customer service skills, strong **project** management, leadership and team motivation skills in order to manage work that required in effective delivery of applications to internal users. This included bridging communication between technical areas & business areas for a full & complete understanding of application requirements & delivery expectations.

**Key Responsibilities:**

* Responsible for complete support, installation, maintenance and training for all network and system components. .
* Install and troubleshoot data communications for the local regional office, including wide-area networking across various types of communications equipment including routers, gateways, controllers, modems, and catalyst switches.
* Administered and supported PC, laptop and Window Server patch management and software deployment in order to prevent viruses and hackers from exploiting software security vulnerabilities.
* Responsible for tier one, tier two, and tier three support levels; ensuring that Beaconhouse network worked within agreed SLA’s/OLAs.
* Implemented online Help Desk application, saving the company over Rs 200,000
* Run annually Hardware Maintenance Service Programs to maximize the availability, reliability and efficiency of the IT equipment and to optimize the **IT infrastructure**.
* Oversee all technology teams and project tasks for LAN, WAN, voice, audio-visual, market data, technology room build-outs, cabling, and moves.
* Responsible for issue resolutions, participated in client meetings and presentations.
* Provided technical direction to subordinates and reviewed work produced to ensure technical excellence.
* Established, maintained & monitored all organizational schedules for the **Infrastructure** and Operation. Tracked timelines for product **infrastructure** maintenance, development & delivery; coordinated delivery dates with all concerned.
* Implemented, Managed and coordinated new **projects**. While in this position, about 40% of my time was dedicated to managing **infrastructure** type projects.
* Agreeing on Operational Level Agreements with other support groups and putting Key Performance Indicators in place to measure achievement trends (including business indicator trends).
* Updated Customer Service Manuals.
* Prepared annual budget of over PKR15 million in-line with the CO’s technology plan.
* Prepared **project** AFEs (Approval for Expenditures) and coordinated with finance department to ensure that AFEs were processed in a timely manner
* Provided technical IT expertise to, and assisted in, the selection of new hardware and software platforms which assisted in attaining the enterprise architecture principles, policies and standards.
* Performed regular IT audits for quality check and evaluated network for its smooth operation.
* Created and maintained documentation life cycle on technical maintenance and installation of the network
* Developed and controlled the IT security policy and established & maintained disaster recovery plans.
* Evaluated the performance of assigned personnel. Make recommendations regarding hiring, training, promotions, salary and other personnel actions for assigned staff members, working within the salary and personnel administration guidelines.
* Advise the CEO, Board of Directors, Equity Group and lab executives on advanced technology solutions

**Regional IT Coordinator, TCS Network (PVT) Ltd. Lahore, PK (2001– 2004)**

The City School consists of 122 branches spread all over the Pakistan in 27 cities and has over 50,000 students.

Accountable for successfully executing the British Computer program (NCC Education) in the schools, liaison with the branches & head office for day-2-day operations. Responsible for planning & managing the implementation of instructional & administrative educational technology projects, as well as managing the initial and on-going administrative and instructional training associated with these projects. The work involved supervisory responsibility over a number of training and resource specialist positions & the maintenance and upkeep of administrative and instructional resources, training labs and networks. In addition, was responsible for coordinating the delivery of administrative and instructional training & software support.

**Key Responsibilities:**

* Planned, organized and directed operations and personnel in the area of educational technology
* Established and enforced policies and standards for use and acquisition of technology i.e., internet policy, network usage, security control
* Recruited, selected, assigned and trained support personnel
* Prepared proposals for new equipment
* Coordinated the scheduling of training and resource usage on a weekly basis
* Oversee maintenance of current database of training sessions, including attendance and training session evaluations
* Coordinated system-level planning for computer implementation, including meeting with interested staff on developing long-range instructional computing plans
* Coordinated the planning, evaluation, and ordering of appropriate software products and assisted in the development of courses to train users in the use of these products
* Established new programs and documentation for end user training
* Provided support services to other departments as relates to the introduction of new products or procedures
* Monitored existing sites and evaluated user satisfaction and expansion possibilities
* Assisted instructional personnel in developing course outlines integrating technology into existing courses of study for all curriculum areas
* Responsible for scheduling maintenance of equipment and inventory of equipment in the region

**Team Leader, Nextbridge (Pvt.) Ltd. Lahore. PK (1998 – 2001) Offshore Office in San Diego – USA**

Nextbridge, a U.S. owned Software Company that has specialized in innovative full life cycle software development, solutions and consultancy services with over 270 professional IT employees.

POSITON SUMMARY- Acted as the lead business member of the design & implementation phase of the solution delivery. Accountable for meeting the **project** objectives, client's satisfaction, and utilization targets for those engagements. Moreover, was enthusiastically involved in marketing & administrativeactivities. In addition, responsible for the performance & work with clients to ensure that the system life cycles were met while effectively managing the large department’s expenses & budgets.

**Main responsibilities and duties:**

* Planned, structured, & lead all aspects of managing multiple software/ application specific **projects &** meeting expectations.
* Worked intimately with the business to understand their functional needs, helped found solutions and coordinated the implementation of those changes.
* Accountable to transfer business needs from the system development phase to the information technology team according to information system life cycle.
* Performed enterprise, business and cost benefit analysis to develop conceptual model.
* Conducted gap and portfolio analysis to evaluate business process.
* Prepared technical reports and determine information needs, data flows and system definitions in consultation with technical staff; met on regular basis with project teams and end users (JAD and RAD sessions) to identify ways to modify processes to effectively leverage the technology.
* Performed research and problem analysis with SWOT, value chain and CSF analysis, wrote business requirements, and used system testing and QA to implement business solutions; responsible to network and build professional relationship with current and potential customers and also gave professional presentations.
* Organized and conducted project team meetings; executed all other related duties as request by senior management that contributed towards the team efforts.

**Operational Analyst, BW Holding (Pvt.) Ltd. London. U.K (1995 - 1997)**

Company profile: A large international company based in North-west of London associated with retail and cash & carry business, with a turnover of above one billion pounds and over 3000 employees.

**Responsibilities and duties:**

* Managed the day-to-day monitoring, implementing responsive actions, and reporting on the messaging system
* Performed the initial troubleshooting of messaging system errors and alerts and managed the escalation to Support Engineering, if required
* Executed the Incident Management Process, Lead technical incident calls, and Provided updates to IT Senior Leadership
* Lead the triage, corrective action, communication and reporting for incidents
* Executed Day to Day Operations tasks ("care and feeding")
* Performed 2nd Level Triage and Resolution of User Ticket escalations from the GM Service Desk, Worked directly with user if necessary
* Provided Executive Level Support
* Interfaced with other GM Teams and processes – the GM Enterprise Operations Management, the GM Service Desk, and the Operations teams for integrating systems

SEMINARS & WORSHOPS

* Managing Software Companies - BNU
* Performance Management – School of Leadership
* Be effective – School of leadership
* Project Management – BNU
* Java and Object Oriented Design -Nicon
* E‐Commerce Application Development - Nicon
* Issues in Managing Information Systems Projects – British Council
* Effective Conflict Resolution – British Council
* Finance for Managers – BNU

ADDITIONAL INFORMATION

**Memberships, Abilities**

General Secretary of Universal Investment Group –program devised provide advice and detailed investment knowledge to prospective investors. Member of the Young Achievers’ Business Skills Program – A scheme which involved the setting up of a company, then designing and marketing of the CO’s product and finally the closing down of the company and the distribution of the dividends, if any.

**Professional Affiliations:**

Project Management Institute (PMI), Member
Alumnae British Council, Member (BAAP)

Middlesex University Alumni Association

Chartered Management Institute- CMI and AMBA (UK) - Member

**Middlesex Career Planning Services Committee 1997-98**

With the help of other graduate students and Associate Dean Elaine Berland, I helped formed this committee in Summer of 1997 to increase administrative awareness (specifically targeting the campus Career Center) of the need for more extensive career planning services particular to graduate students on campus.

**Real life project**: I undertook my **Study Trip to Singapore** to gain practical learning experience and culminate into my final **project** related to a real business idea.

**About Middlesex**: The Social Science Research Network ([SSRN](http://en.wikipedia.org/wiki/SSRN)) ranks Middlesex University Business School among the *Top 20* international business schools in the world, ahead of Oxford and Cambridge.

**Citibank**: Participated in the management development & training program in Lahore.

**Award:** Best Project Manager Trophy from Beaconhouse Group awarded in a ceremony by Foreign Minister of Pakistan.

## Exposure: Have traveled extensively in Europe & Far-East over the years and lived and worked successfully in two radically different societies – England and Singapore

REFERENCES

Available on request