**Abid K. Syed**

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**Objective Summary**

Lead Solutions Architect with over 15+ years of leadership experience in designing innovative ICT business solutions for clients across varied verticals. Skilled in infrastructure consulting, IT management, application deployment with exposure to cloud computing and mobile application services. Demonstrated mastery in evaluating requirements and digital transformation of network infrastructure, enterprise applications and business services. Proven mentor to peers with expertise in communicating across organization levels and cross-functional teams to drive shared vision and foster a culture of excellence.

**Key Qualifications**

* Requirements, Business Process & Solution Mapping
* Infrastructure Assessment and Digital Transformation
* Application Deployments and Services Management
* Project-based Team Leadership; User-based Training
* Service-Oriented Architectures, Methods and Practices

**Technical Expertise**

* Hands-on with IP Telephony (IPT), Unified Communications & Collaboration (UCC), LAN/WLAN, hosted platforms and transport services with intermediate WAN, Data Center and Security knowledge.
* Familiar with enterprise architectures, cloud-computing concepts, mobile applications and services.
* Exposure to multiple vendor technologies from [Cisco](https://www.cisco.com/), [Avaya](https://www.avaya.com/), [Microsoft](http://www.microsoft.com/), [Ericsson](https://www.ericsson.com/), [BT](http://www.globalservices.bt.com/us/en/home) & many others.
* Programming Languages: C/C++, Java, C#, HTML, CSS, JavaScript, jQuery, Python & SQL/NoSQL.
* Operating Systems/Tools – Windows Server/Client, Linux/Unix, MacOS variants; Office Productivity Suite including Excel, PowerPoint, Word, SharePoint; PowerShell, Putty, SSH, Telnet, Wireshark etc.

**Professional Experience**

**Cloud Solutions Partner,** [**Microsoft**](http://www.microsoft.com/) **Mar/2019 - Present**

Roles & Responsibilities:

* Act as the key technical contact for our Inside Sales team and partner with potential customers.
* Execute quick technical feasibility assessments and proposal developments for the customer’s identified solutions.
* Scope the technical and security design for customer solutions, select optimal migration paths to the cloud for the customer, build consumption plans, as well as execute limited POCs, where necessary.
* Audit and confirm implementation requirements and pricing calculations as required, so that the customer receives an accurate projection of anticipated costs.
* Contribute to customer-facing publications such as whitepapers.
* Conduct group and one-on-one trainings across the Center on subjects of expertise.
* Meet and exceed team-level monthly, quarterly and annual targets for net-new revenue and sales pipeline, as well as operational metrics.
* Constantly research and educate self with the newest developments in cloud capabilities and pricing for both Microsoft and its competitors.

**Lead Solutions Architect,** [**British Telecom**](http://www.globalservices.bt.com/us/en/home) **Jun/2014 – Mar/2019**

Roles & Responsibilities:

* Analyze and define client strategy on complex bids, validate requirements and propose best-practice architectures, systems and tools via service offerings to help them achieve their goals and objectives.
* Define use cases and translate technical specifications to help formulate high/mid/low level designs.
* Establish project scope of work, communicate project deliverable timeframes and benchmarks to clients and delegate activities to subject matter experts.
* Formulate best-practice design patterns and create blueprints as applicable for re-use on future bids.

Key Accomplishments:

* Helped build $30-$50M value propositions for Fortune 500 clients across IPT, UCC and LAN towers.
* Performed requirements gathering, planning, analysis and end-to-end design of an Avaya-based Aura framework inclusive of and not limited to - core telephony platforms, dial-plans, component sizing, bandwidth provisioning etc across voice, messaging and related services for a large insurance client.
* Contributed to a $300M mega deal sale as Lead Architect over a Cisco-based HCS multi-tower transformation of one of the largest Spanish banks with key offices in US/LATAM, EMEA and APAC.
* As Lead Architect for voice on a global enhanced voice services bid; articulated the benefits of BT’s SIP trunking service and proposed an end-to-end voice transport framework to serve the largest search engine firm’s requirements to enhance its call metrics platform for rich ad analytics in select countries per region. The design was well received and lead to an LOI of $23M over 3 yrs via initial pilot/PoC.
* Helped on sale a $30M LAN deal successfully as Pre-Sales Lead for a major pharmaceutical spin-off.
* In < 3m of joining BT, lead a strategy and design to revamp a large professional services firm’s infrastructure and integrate their voice, video, collaboration platforms, systems and applications. In next 3m, showcased how BT could consolidate the client’s voice infrastructure using a cloud-based hosted collaboration platform and SIP trunking service deployed over an MPLS transport network to have an end-to-end telephony managed services from BT thus, eliminating CAPEX and reducing OPEX. Also, performed gap analysis showing a cost-benefit of using BT’s Conferencing service that would help client save $1M/yr overhead; potential sales of $11M+ over 3yr term were negotiated.

**Senior Network Architect,** [**DTCC**](http://www.dtcc.com/) **Aug/2013 – May/2014**

Roles & Responsibilities:

* Evaluate, design and implement technology solutions related to specific business requirements within enterprise communications infrastructure group.
* Suggest architectural improvements to UCC/IPT platforms, voice telephony services, data/network transport and integrated third-party services besides devising better call flows and failover methods.
* Propose integration between telephony and messaging platforms in a virtualized server/desktop environment to include traffic analysis, capacity planning and better Quality of Service (QoS).
* Collaborate with business analysts, systems engineers and technical support teams to define project requirements and specifications on set new initiatives.
* Also responsible for implementing security features, research/respond to vulnerability threats besides excellent documentation skills and an ability to expertly present designs and solutions to management.

Key Accomplishments:

* In < 6m of joining DTCC, came up with a strategy focused on integrating voice, video, conferencing and data besides systems and applications post- merger of Omgeo by DTCC that was well received.

**Pre-Sales Solution Architect,** [**Ericsson**](https://www.ericsson.com/) **Jan/2011 – Jul/2013**

Roles & Responsibilities:

* Translate customer requirements into project scope of work and technical specifications while spearheading design and development of service delivery platforms, architectures and services.
* Coordinate configuration of affected service delivery platform architecture components besides interfacing with cross-functional groups like OSS/BSS.
* Build and test services by counseling on solution components with subject matter experts besides delegating tasks to regional development centers/3PPs.
* Resolve service performance issues and provide project documentation and handover training to engineers besides, furthering enterprise mobile application development for upsell opportunities.
* Meet with key internal/external stakeholders to discuss project status, timelines and solution updates.

Key Accomplishments:

* Lead a mobile ad upgrade project for telecom operator Mobily to increase customer loyalty by offering FREE mobile Internet packages to users who ran out of credit and/or were on a targeted campaign list.
* Revised the fixed line numbering range of telecom operators like Saudi Telecom (STC) from 9 to 10 digits to potentially open up mobile numbering ranges over a new National Numbering Plan initiative.
* Completed a successful go-live of a new Wi-Fi access service for STC’s home and business users via a flexible Wi-Fi product portfolio at multiple hot spots across the cities in KSA via SDP integration that allowed users to top-up their Wi-Fi data plans on-the-go.

**Senior Technical Consultant,** [**Accenture**](https://www.accenture.com/) **Apr/2006 – Dec/2010**

Roles & Responsibilities:

* Transition business aspect of solution to vendor management and service operations to O&M teams, post-investigation of non-standard IPT, Quality of Service (QoS) and bandwidth mismatches affecting solution and help O&M teams engage and resolve root-causes as they took ownership of services.
* Become an expert in voice, web and messaging technologies, traffic analysis and capacity planning.
* Create a secure, flexible and global converged voice and data network that enabled Accenture's strategy to support its diverse clients and offer enhanced end-to-end communication capabilities.

Key Accomplishments:

* Delivered a well-received strategy for client TimeWarnerCable (now Spectrum) for a managed IP/VPN service for connectivity, voice, data, remote access and security to further extend their strong Ethernet (L2) solutions with IP/MPLS (L3) offerings to help re-establish them as a leader in the US mid-market.
* Performed a gap analysis for client Schneider Electric over their current on-premise contact center infrastructure spend globally vs. potential savings with a cloud-based contact center as-a-service with a goal towards reducing costs and improving efficiencies.
* Created a mock-up of integrated Cisco, Microsoft and third-party technologies for client Kaiser to showcase IPT/UCC integration capabilities offering a first-time reach over a single device via role-based communications value-added service for hospital/clinical ER teams to facilitate patient care.
* Worked for The State of California along with managed services teams over the transition of an aging Avaya-based contact center (locally supported per county) to a Cisco-based (centrally hosted/managed) solution at high availability data centers to help reduce admin overhead and CAPEX/OPEX by 60%.
* Created a plan for a Host-Based Access Control (HBAC) system comprising of design, build, testing, deployment and transition to help identify dependencies and anticipate milestones 2-4 wks in advance for client GMAC (ex-subsidiary of GM) towards a strategy to fill gaps in their Identity and Access Management (IAM) portfolio to comply with regulations and enable their transformation into a bank.
* Devised a strategy for OfficeMax to transition their locally managed on-premise Avaya-based IVR platform to a centrally hosted Cisco-based Unified Communications-as-a-Service (UCaaS) platform thus providing the customer with high availability data centers with redundancy and full 24x7 support.
* Engaged CIO support/tools teams to understand requirements for end-to-end monitoring and reporting across various capabilities and kick-start compliance efforts to better serve central and regional teams.
* Supplemented CIO voice infrastructure with an IP-based conferencing solution (Cisco MeetingPlace) over MPLS network to reduce telecom costs and bring Accenture $8-$9M in cost savings over 5 yrs.
* Redesigned and upgraded Accenture CIO’s voice infrastructure to implement Voice-over-IP (VOIP) connecting its global sites over a toll-bypass, least-cost routing transport that helped reduce telecom costs by $2-$3M/yr by keeping most voice call traffic on-net (over MPLS) vs. off-net (over PSTN).

**Senior Business Analyst,** [**MAXIMUS**](http://www.maximus.com/) **Oct/2004 – Mar/2006**

Roles & Responsibilities:

* Administer networks comprising of file, print, mail and application servers and desktops running Windows/Linux and office applications besides managing routers, switches and telephony devices in an Automated Call Distribution (ACD) environment for U.S. Department of Education collections.

Key Accomplishments:

* Improved upon existing network infrastructure by eliminating single points-of-failure consolidating server functions, streamlining call-center operations.
* Setup daily call recording for quality control and assurance by familiarizing with telecom equipment and associated application services for smooth operation.

**Associate Network Engineer,** [**Fluor**](http://www.fluor.com/pages/default.aspx) **Dec/1996 – Feb/2001**

Roles & Responsibilities:

* Support server farm of file, print, mail and application servers running Windows/Unix, install desktop clients and setup hubs, switches, fiber transceivers and CAT5 cabling across a 10/100Mbps LAN.
* Deploy and manage client-server configurations running office productivity applications, Computer Aided Design (CAD) plus, varied in-house applications.

Key Accomplishments:

* Coordinated network integration and application deployment for nation's largest oil firm Shell Canada at a project site with 500+ end users. Extended Gigabit fiber-optic backbone with switches getting network fully operational within 6 mos. vs. 1yr prediction.
* Recognized for quick troubleshooting of day-to-day risks and issues when interfacing with multi-disciplinary engineers for solutions to recurring problems.

**Education**

**[Masters in Information Systems](https://www.extension.harvard.edu/academics/graduate-degrees/information-management-systems-degree) <in-progress>**Harvard University, Cambridge, MA, USA

[**Masters in Computer Science**](https://csmasters.uchicago.edu/) **Jun/2008**The University of Chicago, Chicago, IL, USA

[**Bachelors in Computer Science and Engineering**](https://www.nitt.edu/home/academics/departments/cse/) **Nov/1996**

National Institute of Technology, Trichy, TN, India

[**High School (G.E.D) Equivalent**](http://www.iisjed.org/) **Jun/1992**

International Indian School, Jeddah, KSA

**Books & Publications**

**Java-based Bioinformatics Coverage Mapping Application May/2005 – Jun/2006**

During Master’s degree, created a Java-based bioinformatics app for coverage mapping of biological data sequences against large protein databases using sorting, searching, buffered and random file I/O technique with features in comparison to proprietary industry tools.

**Adaptive Framework for Multimedia Messaging Services May/2002 – Sep/2003**

Published a paper as a course-based project on: "[An Adaptive Framework for Multimedia Messaging Services (MMS) over Wireless Networks and the Internet](http://ieeexplore.ieee.org/document/1226032/)" presented in IEEE Canada Proceedings of the Canadian Conference on Electrical and Computer Engineering (CCECE 2003) May 4-7, 2003 Montreal.

**A Fast Distributed Shortest Path Algorithm for Networks May/1995 – Jun/1996**During my Bachelor’s degree, the final year project involved creating - “A Fast Distributed Shortest Path Algorithm for a Class of Hierarchically Clustered Data Networks” over IPX/SPX protocols using C/C++.

**Certification & Training**

[AWS Certified Solutions Architect Associate](https://aws.amazon.com/certification/certified-solutions-architect-associate/) <in progress>

[Cisco Certified Network Associate (CCNA)](http://www.cisco.com/c/en/us/training-events/training-certifications/certifications/associate/ccna-cloud.html) <in progress>

Microsoft Certified Azure Fundamentals (AZ900) Jun/2019

[Cisco Meraki Network Associate (CMNA)](https://meraki.cisco.com/partners) Nov/2018

Ericsson Certified Experienced Solution Architect Nov/2011

Microsoft Certified Solutions Developer (MCSD) Sep/2002

Microsoft Certified Professional (MCP) May/2002

[Microsoft Azure Infrastructure Modernization Boot Camps](https://azure.softchoice.com/resources/microsoft-azure-boot-camps) May/2017

[Certificate of Cloud Security Knowledge (CCSK), CSA](https://cloudsecurityalliance.org/education/ccsk/#_overview) Oct/2012

TOGAF 9 Level 1 & 2 Workshop, iCMG International LLC May/2012

Cisco IP Contact Center Enterprise (IPCCE), Skyline-ATS Jun/2008

Cisco IP Telephony (CIPT), Accenture / Global Knowledge Oct/2007

**Ericsson Service Delivery Campus (SDP) Apr/2011 – May/2011**

Underwent training to learn Ericsson's delivery processes, tools and methodologies in context of service delivery applied to client business requirements. Also learnt art of negotiation, how-to build relationships, good communication and presentation skills plus, consulting best-practices towards customer fulfillment.

**Accenture Development Methodologies Apr/2006 – Jun/2006**

“Core Analyst School” training on Accenture’s Delivery Methods (ADM), technology architectures and tools in context of clients’ business processes and requirements. Also, learnt and applied Accenture’s ADM practices to a .NET project as part of Accenture's ‘Solutions Delivery Fundamentals’ training.

**E-Commerce MCSD and Oracle Program Sep/2001 – Apr/2002**

During training at DevStudios in ASP, VB.NET and Oracle - programmed an internet-based online pledging system for United Way Direct in March 2002; designed and coded a ‘Family Tree Builder’ web app besides admin pages for <http://www.albertasource.ca> for the Alberta Heritage Museum in Nov/2001.