

Senior Technical Program Manager

Results-oriented Certified Program Manager with more than 15+years' experience in project planning, implementation, execution, monitoring, and closing. Proven ability to support multiple projects with medium to high complexity. Skilled at Data Center and Technical projects, strategic thinking, prioritization, planning, and managing in complex systems implementations. Recognized to recruit, train, lead teams, and organized them through a full cycle of the project. Build up a coherent cross-functional squad along with all key stakeholders. A versatile, innovative, and loyal professional able to see the "big picture" while staying on top of the details. Problem solver, Self-starter, and Proactive with a good level of perseverance.

SKILLS & EXPERTISE

- Master of Science in Telecommunications Engineering
- PMP Certified, ITIL 3 Certified, Network+ Certified
- Familiar with Google Cloud Platform "GCP" and Amazon Web Services (AWS) – ready to take the exam
- Expertise in Data Center Cloud Migration (private & Public cloud) in Utility, Banking, Telecom, Health and IT sector
- Expertise to manage and expand IT Services and Technology projects
- Successfully managed and controlled budgets up to \$150M USD
- ITSM Capabilities (Service, Change, and Incident Management)
- Strong Financial and Business Analysis (P&L, Balance sheet, Capital Management, Forecast, and ROI, ARPU, ACPU)
- Familiar with IT Governance, Cobit, Agile & Waterfall methodology

Core Business competencies include:

• Project Management	• Application Deployment	• Data Center Migration
• Network Infrastructure for Data Center	• Vendor Contract Management	• Team Building and Training
• Negotiation	• Change Management	• Leadership skills

<i>Standards & Frameworks</i>	- PMBOK, ITIL, COBIT, ITSM, Agile, waterfall,
<i>Vendor & Technology:</i>	- Cisco, Hitachi, PAN, Fluke, Gigamon, NetScout, F5, EMC DataDomain, Infoblox, AppNeta, VMWare, Oracle & ... - Cloud Applications Migration, Data Center migration, Infrastructure networks, VoIP, Microwave links, VoLTE, VoWifi,
<i>Networking:</i>	- TCP/IP, Firewalls, LAN, WAN, Ethernet, Switch, VPN, DNS, DHCP, NAT, BGP, CDN, NTP, MPLS, T1, SSL certs,
<i>Data Center</i>	- vSphere, ESXi, vCenter, Vmotion, VEEAM, Load balancers, Firewall, Site Recovery Manager, Oracle & SQL DB - Replication Methods: "SAN, Log shipping, ADG", DataGuard, RSYNC, VNX Storage, Fire Suppression, DCIE, PUE
<i>Tools:</i>	- Atlassian confluence, BMC Remedy, ServiceNow, planview innotas, MS SharePoint, MS Project, MS Visio, MS Office, MS Teams, OmniPlan, OmniGraffite, connectme, PRISM, SolarWind, QuickBooks
<i>Business Process:</i>	- Project Life Cycle, Business Case Development, Cost / Benefit Analysis (CBA), Feasibility Analysis, WBS, Resource Planning & Allocation, Risk Management, ITSM Capabilities (Service, Change, and Incident Management), Project Management Office (PMO), Change Management, Vendor & Stakeholder Management,
<i>Management:</i>	- CAPEX, OPEX, CRQ, Cash Flow, KPI, KGI, ARPU, ACPU, RFP, RFI, RFQ, Return on Investment (ROI), Total Cost of Ownership (TCO), SLA, Business Plan.

WORK EXPERIENCE

Itron, San Jose, California

Senior Technical Program Manager (April 2018 –Present)

- Planned multiple applications deployment and migration projects in Cloud with more than 500 tasks
- Managed DC migration project with multiple technologies for (Managed Appliances (MA)/licensed) to SAAS and VV
- Led applications deployment for SAAS, MA and licensed clients with more than 35 different applications
- Led and managed all needed deployment Req. for 5 different teams (CloudOps, NetEng, SysEng, DBOps, Infosec.)

Apple, Cupertino, California

Technical Program Manager (Oct. 2016 –March 2018)

- Managed multiple extensive Data Center Projects and Dark Fiber Backbone Projects.
- Managed \$150M inventory for project & Coordinate vendor activities by monitoring and tracking vendor deliverables.
- Led multiple high-end technologies: Bonjour servers" APEX –EM, CMX, MCP, PAN firewall & Panorama, AppNeta, Fluke Server, Gigamon, VoIP, AVCN, OSP WiFi, NTP servers & InfoSec, CDN and Edge services in Cloud- based DC.
- Managed procurement of material needs between RE&D trades & IS&T to secure on time delivery.
- Liaison with all Vertical Owners, System Owners and Business Partner next to network engineers' team at GNS IS&T

Silicon Valley Bank” SVB Bank”- Silicon Valley, California

Data Center Migration Project Manager (March 2016-Sep 2016)

- Managed Data Center Migration/relocation project with multiple technologies and servers in banking Vertical.
- Created Data center migration strategy, project plans & SharePoint migration tracking system (1000's of tasks) to relocate over 200 applications with physical or VM backend (Mission critical & DR) involving 80 system owners while meeting FDIC compliance requirements with RTO less than 48 hrs.
- Migrated DR Application Migration Project with 900 servers and 200 banking applications in 6 months including virtualization some existing environments” P2V” for Active-Active applications /Active-Passive applications and SaaS, Prod & Non- Prod Applications with Physical or Virtual DR.
- Managed multiple technologies: VMotion, Site Recovery Manager” SRM”, load balancer, Firewall, Hitachi SAN, Oracle DB and SQL DB with different replication method: Log shipping, ADG, and SAN with different Storage servers.

Keyhan Telecom – Toronto, Canada

Senior Project Manager (April 2008 – Feb 2016)

- Managed \$8.1M project to implement VoIP and PMP Microwave backhauling project for 120 pop sites.
- Led a 10+ cross-functional team to implement and deploy P2P links and data center expansion.
- Initiate a project to implement VoLTE, VoWiFi project by Mitel-Mavenir
- Led sensitive projects in Datacenter for expansion of network and migration of applications
- Successfully recruited, trained and maximized employee potential to ensure a positive and productive team.
- Implement Change management and Incident management for support team based on ITIL

SHATEL – Tehran, IR

Program Manager (Nov 2004 -Jan 2008)

- Supervised telecom projects “DSLAM, SDH, Wireless backhauling and IPTV “concurrently in 25 sites with \$10M Budget.
- Built a new data center and migrated Production Datacenter to a new one with 85 applications
- Led sensitive collective bargaining negotiations with a multi-million-dollar company for 800K ports xDSL.
- Implantation of full ITSM by Marval ITIL platform for all Departments
- Successfully recruited, managed and coached teams to implement their project in different branches in perfect shape.
- Supervised an extensive plan to implement Data Center and Server farm to provide best services with full redundancy.

Pishgaman (PTE) – Tehran, IR

Project Manager (Oct 2003 –Oct 2004)

- Executed and Managed network plan for \$7M project from scratch “Data center, IPTV, ADSL & VOIP”.
- Assigned to oversee the negotiations to make a contract with Siemens, ZTE, for 350K port xDSL.
- Supervised an extensive plan to close the project on time to grow business, which causes boosted ARPU.
- Maintained a level of constant and effective communication with managers, leaders, and subject matter experts in a variety of business, functional, and technology areas.

Sadoughi Medical Sciences and Health School (SSU) & Hospital Yazd, IR

Project Manager and network Administrator (March 2001 –Sep 2003)

- Configured DNS, ISA and DHCP servers on routers and Servers.
- Monitored network for any incident and security issues and responsible for troubleshooting.
- Managed Networking and servers/firewall for 6 Educational Hospitals, 7 Departments in 10 different locations.

CERTIFICATES AND MEMBERSHIP

PMP Certification , Project Management institute, USA - PMP No : 1441552	2011
ITIL Certification , ITIL version 3, Foundation, OGC ,UK , License # GR750018499RH	2012
Network+ Certification , CompTIA, USA COMP001002288791	2003
Member of PMI - PMI, USA ID No.: 1371397	2009

EDUCATION

Schulich School of Business – York University, Toronto, Canada	July 2014
<i>Master of Business Administration– MMBA</i>	
Isfahan University of Technology (IUT) -Isfahan, Iran	July 2000
<i>Master’s Degree in Telecommunications Engineering</i>	
Yazd University (YU), Yazd, Iran	July 1997
<i>Bachelor’s Degree in Electronics Engineering</i>	