

AZAM KHAN

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<https://www.linkedin.com/in/azammkhan/>

Highly accomplished solutions architect & technology leader with extensive experience planning product design, development, mentoring team members, and continuously developing process improvements. Proficient at leading technology delivery and project management for comprehensive new programs, transformations, and enhancements for significant product solutions.

EXPERIENCE

NCS Technologies, Inc.

Dallas, TX

RPA Solutions Architect

Mar 2020 – June 2020

- Conducted process reviews, feasibility studies and solution design recommendations for robotic process automation delivery. Certified as Automation Anywhere(AA) solution architect.
- Trained customers on AA MetaBots integration for Microsoft Excel, Microsoft Outlook; ensuring systematic, accelerated automation ROI for business process bot development.

AT&T

Dallas, TX

Principal Product Manager (Digital Transformation - Consultant)

Dec 2014 -Mar 2020

- Developed digital transformation solutions; delivered customer experience improvements with self-service paperless billing enrollment for enterprise accounts and proactive billing notifications for AT&T enterprise B2B customers.
- Drove digital transformation and cloud integration solutions; delivered seamless user experience within AT&T Digital Business Center by increasing system usability (billing, order management, and support capabilities).
- Developed product roadmap and designed solutions for bill detail analysis, search, dynamic tag management, and deep integration with multiple billing systems. Improvements include 33% reduction in invoice download time for customers.
- Created digital customer analytics reports and dashboards using Adobe Analytics, Adobe Experience Manager, Tableau; enhancing business operations by providing website performance, customer journey analysis and resolution of digital experience issues. Generated lead lists for marketing communications; with goal of improving customer engagement.
- Developed business process automation bots for invoice processing, using Automation Anywhere.

Comcast

Philadelphia, PA

Director, Software Development

2012-2014

- Led a team of 30 to design application architecture and develop software solutions for Metro-Ethernet order management. Implemented business services Service Oriented Architecture (SOA) integration with Salesforce.com CRM, IBM CPQ pricing, Amdocs Cramer provisioning and CSG Single view billing systems.
- Delivered software applications for system automation resulting in 200% improvement in new product introduction and deployment; quote to cash delivery accelerated by 25% for advanced data services; service orchestration enabled 34% organic growth in Metro-Ethernet new sites.

Executives in Action

Dallas, TX

IT Consultant

2011-2012

- Developed technology strategy to improve collaboration & event management for The Elisa Project (theelisaproject.org)
- Delivered technology migration strategy to implement SaaS cloud solutions - Salesforce customer management and social media integration.

Frontier Communications

Grapevine, TX

Director, Information Systems

2010-2011

- Led a team of 225 to deliver end-to-end program implementation of software systems for retail call centers, order management, billing, customer care, and e-Commerce platforms following the merger of Frontier and Verizon spinoff businesses, enabling the production of 3.5M bills monthly and the management of 30K daily orders.
- Reduced expenses by \$95M annually by developing IT systems transformation plans and business process synergies.

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Verizon

Irving, TX

Director, Software Development

2002-2010

- Led a team of 80 to modernize order management of 2M daily orders using SOA and Web Technology. Implemented high scalability and availability solutions, eliminated MIPS transactions (10M/day). Technology architecture was based on highly distributed parallel processing with multi-layered designs, logical partitioned database management.
- Improved bundled order flow-through from 83% to 94% and reduced cycle time by 50% by redesigning bundle qualifications and visibility into ordering events.
- Designed software solution which slashed average handling time for complex proposals from 2 days to 1 hour. Implemented Electronic Sales Engineer program in 8 months with a 20-members team and a \$4M budget.

Verizon

Irving, TX

Technical Group Manager, e-Business

2000-2002

- Led a team of 45 to develop e-Commerce programs, including transactional applications for online customers, online ordering, and registration and core applications for Retail Business Solutions.
- Attained a 30% increase in online transactions through the integration of GTE and Bell Atlantic websites and the provision of additional features for self-service business customers.

Verizon

Irving, TX

Technical Lead / Software Architect

1998-2000

- Identified and implemented order entry system for advanced data services, resulting in 60% increase in order accuracy and 30% cycle-time reduction in business service delivery.
- Led a team of 16 to design software and implement a complex Online Express suite of systems consisting of pre-ordering / pricing, order entry, provisioning, and billing.

EDUCATION

Southern Methodist University

Dallas, TX

Master of Business Administration

Arizona State University

Tempe, AZ

Master of Computer Science

Osmania University

Hyderabad, AP, India

Bachelor of Computer Science & Engineering

CERTIFICATIONS

Automation Anywhere – Solution Architect

March 2020

Amazon Web Services (AWS) Certified Solutions Architect

February 2020

Google Cloud Certified (GCP)- Professional Data Engineer

January 2020

Certified SAFe 4 Agilist

January 2019

Professional Scrum Master (PSM)

July 2017

Certified Scrum Product Owner (CSPO)

October 2016

TOGAF 9 Certified Architect

March 2013

SKILLS & INTERESTS

Technical:

Proficient: C, Java, Python, SQL, JavaScript, Redis, Adobe Analytics, Adobe Experience Manager, Machine Learning, Deep Learning, Data Engineering, Big Data, and Machine Learning on GCP

Exposure: R, REST API, Microservices, TensorFlow, Oracle, SQL Server, Hadoop, Scala, Spark, ServiceNow

Languages: Fluent in spoken Hindi

Interests: Toastmasters, Reading, Badminton