

ALI NAZIR KAMAL

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Senior IT Project Manager | IT Director | Snr. Delivery Manager | IT Infrastructure Consultant

A dynamic and result oriented IT/Telecom professional with **15+ years of rich functional and leadership experience in ICT** arena. A **PMP certified practitioner** with a proven track record of **project management** in managing multiple Complex Projects and Teams, with budgets exceeding **\$10 Million** and **driving IT/Telecom/Healthcare/Hospitality solutions** across various platforms under tight budget and strict deadlines. Extensive experience in General Management, IT Solutions, Logistics and Client Facing Projects with customers in US/Canada, Europe, MENA, and Asia.

Experienced in **SDLC, PMLC, Waterfall, PMBOK** and other management methodologies, with IT Business Analysis, **PCI Compliance**, IT Governance resulting in more effective program and project governance.

Lead **cross-functional teams**, **Direct Reports 40+ and 6+ Departments** comprising IT, Telco, HR, Pre-Sales and Admin. An enthusiastic, energetic, analytical, service minded personal with good sense of humor and have "can-do" attitude.

Core competences and strengths include:

- ✓ IT Service and Solutions Delivery
- ✓ IT Infrastructure Management
- ✓ Project Management and Deployment
- ✓ IT Process Improvement and Standardization
- ✓ Self-Driven
- ✓ Team Player

KEY PROJECTS

- Managed Large Scale IT Infrastructure roll out of **ScotiaBank (1 Million USD) as turnkey solution** within Budget and strict timelines. Procured and commissioned Infrastructure HW/SW all across **OpCos**.

Includes **Data Center commissioning for Scotiabank** Hardware/Software in all DCs, both production including **24/7 network operations center (NOC)**. A major project that was required Infrastructure and network builds, assessment, procurement, planning and execution. Responsible for multiple teams including infrastructure, network and storage.

- Successfully delivered **DR/BigData Project for Reliance Canada** while overseeing following activities :
 - Managed team of up to 50+ resources including **contractors, vendors** and client employees.
 - Working on **Behalf of customer** to coordinate activities with numerous **Hardware/Software vendors**.
 - Provided expertise for requirements for several projects and help **building RFP/RFI for different vendors**.
 - **Responsible for WBS**, project documentation on including schedules, issue/action/risk logs, executive presentations, policies and procedures, organizational charts, communications plans and best practices.
- Promptly delivered migration of Windows 7 Operating system to Windows 10 including applications for **Sick Kids Hospital for 300+ Machines**.
 - **Coordinated precise scheduling for all migration events** including all equipment and resources for the **Windows 10 Migration** an extremely accelerated schedule with for a high profile client.
 - Responsible for resource allocation, deliverables review, **procedures, documentation** standards, vendor contracts, Issues/actions/**risks resolution and mitigation plans**.
 - Proactively managed move event coordination, executive status reports and presentations for the successful move of all windows data, applications as well as infrastructure technology.
 - **Bridged the gap** between customer and its various vendors by **acting as Single Point of contact for all negotiations**.
- Successfully completed **numerous IT projects in Ontario Region (Kruger, Sick Kids, CMH, AIHS, Element Financials, ThinkOn, York Region, All Stream, IESO, GGFL)** including Data Center implementations, OS migration projects, SAN Deployment projects; AD/Exchange migrations. Other implementations have included IAAS/PAAS/SAAS and Cloud applications, web hosting applications, and network migrations - Proactively managed move event coordination, executive status reports and presentations for the successful delivery of the Projects.

- Effectively delivered **Office 365 Migration from On-Premises Exchange** for 100+ Users , infrastructure upgrade and proof of concept projects for Canadian Local Hospital and Data Services departments under Managed Services Contract and **working with MCIO Practice**.
- Delivered and oversaw the implementation of **PCI DSS Compliance** for **Canada Largest Automotive Retailer**. Used best practices in technology and security to keep POS data intact from the corporate network. Applied appropriate compliance practices providing security that involved in the processing, storage, or transmission of cardholder data. Provided overall project management and resource planning/allocations.
- Developed **Project Plans for Disaster Recovery technology solutions to support DR (Vmware , Cisco Data, Voice, MPLS, Dark Fiber)** at remote colo & cloud sites for of various clients in retail, financial, logistics, supply chain, healthcare and other industries where total budget was in **excess of \$500K**. Led multi-Phase DR project while ensuring acceptable project management practices and the proper change control of key project deliverables, including requirements, functional specifications, contracts, procurements and all procedure documentation.
- Design and coordinated **Patient/Healthcare Record Management Software deployment circa 800K USD**. Facilitated procurement discussions, vendor negotiations, pre-sales sessions with vendors, as well as review of Professional Services SOW, hardware sizing, and estimates.
- Directed critical, time-sensitive Windows 7 upgrade project to** support banking Systems—integrated 400 PCs in Ontario region within budget in only 8 months. Managed a cross-functional team of 10 project team members—managed schedules, identified and mitigated risks, and managed change control.
- Successfully deployed IT/Wireless part of for **ZAIN KSA project (2 Million USD)**. Facilitated successful design, implementation and troubleshooting efforts with varying business and engineering disciplines including: Windows OS, UNIX, Security, Firewall, Database, Backups, EMC Storage, Monitoring, Application Engineering, Quality Assurance, Business Planning and Purchasing.

TECHNICAL EXPERTISE & SKILLS

- Windows 9.x/XP ,2003/2008/2012, Unix, RHEL 5**
- AD/Exchange Management**, Domain Controllers , GPO, DHCP, DNS, WSUS, MS Exchange Server
- Broad knowledge of LAN/WAN and Network Protocols (**HTTP, TCP/IP, SMTP, POP3, FTP, IIS**)
- Virtualization** VMware ESX 5.1, VEEAM
- Cisco Firewalls ASA5510, Routers/Switches, MPLS and Corporate Wifi, Voice / Data.**
- Centralized **MacAfee/Sophos Antivirus Solutions**
- Blackberry BES /MDM and Active Sync/IMAP**
- CITRIX** Presentation 4.5/Xenapp 6
- Symantec **Backup Exec Solution, Commvault**
- Azure Cloud Based Solutions**, O365,
- Cloud (IaaS, PaaS, SaaS) Solutions , IoT**
- VOIP , IP Phones Support, Cisco Express** and Open Source PBX Systems, Network Cabling
- HTML , Java , PHP /MySQL , SharePoint
- Monitoring systems (**Solarwinds, Manage Engine**)
- Data Centers Ops Management , **APC UPS System**
- PMP** Certified : License 1627564
- CCA** (Citrix Certified Administrator)
- CCNA 2.0** (Cisco Certified Network Associates)
- MCSE**(Microsoft Certified System Engineer)
- ITIL** Foundation V.3 Certified
- ISO/IEC 2000 (**ITSM**) Foundation Certified
- MCTS – Navision** & Axapta 2009
- MCTS – SQL Server** Implementation & Maintenance
- GSM /CDMA/ 3G/Wimax/LTE Wireless** Technologies.
- AIRCOM ASSET/OPTIMA, TEMS,NEMO, NetAct**
- Full lifecycle project management, analysis, planning, budgeting, **RAID management**, monitoring & control,
- Microsoft Office 2007/2010, , MS Visio, MS Project, **Oracle 10/11 G Databases** , Adobe Acrobat
- Offsite Archiving & Disaster Management
- Storage Management ISCSI/FC based **DAS/SAN/NAS**.
- ERP Install/Configuration (**Navision/SAP Business One**)
- Incident Management (**Remedy , Cherwell**)
- Dynamics CRM**, Business Central (Nav) Deployment

PROFESSIONAL EXPERIENCE

Tech Leader/Senior IT Project Manager
HighVail Systems (www.highvail.com)

April 2018 To Date
Toronto, Canada

- Lead high level portfolio Projects** and teams to understand requirements and efficiently deliver IT solutions.
- Identified gaps between IT services and business requirements; continuously developed business cases for Customer Projects that addressed the gaps and hence provided better IT Project governance and management.
- Coach, mentor, motivate and supervise a team of Solution Architects and Business analysts and Project Managers and influence them to take positive action and accountability for their assigned work.
- Managed/Supervise all IT internal projects of Highvail from BCP/DR to ERP/CRM roll outs.
- Proactively identify **project issues, dependencies and risks** and worked with Project team to drive to resolution.

Senior IT Project Manager

EXFO/Ontology (www.exfo.com)

March 2017 To Dec 2017

Canada/UAE

- Joined project in the last phase to successfully complete the UAT and finish within contractual millstone.
- Adapted prioritization process with senior management and stakeholders to facilitate the closure of the Project.
- Produce status reports, highlight risk, analyze results, and troubleshoot problem areas with Project Team.
- Did multiple iterations of product feedback to perform bug fixing and make software ready for Production.
- Followed Agile SCRUM best practices to complete tasks in timely fashion.

Infrastructure Project Manager / IT Technical Leader - Managed Services

Compugen (www.Compugen.com)

April 2015 To Feb 2017

Toronto, Canada

- Oversee projects to design and implement local IT infrastructure, data centers, network systems and servers.
- Technical Lead on all **Project Implementations** and act as liaison with key stakeholders.
- Own and **lead IT Projects** to on-time completion. Maintain information technology strategies by researching and implementing technological solutions in Managed Services Network.
- Provide thought **leadership and technical expertise for Compugen's** ever growing and expanding infrastructure.
- Collaborate with system architects/engineers and IT management to ensure projects meet strategic initiatives.
- Delivered substantial business change and technology programmes that helped turn around the fortunes of a business i.e. Process Improvements, Server Consolidation, Migration to an MPLS network, VoIP, **SLA's**, Supplier Contract reviews, KPI's and mobile communications(BYOD).
- **P&L Owner of various project budget** and forecast financial stats during the life cycle including profit margins.
- Successfully ran high profile **Managed services projects for a Government Agency (Service Ontario)** for designing & implementing Cloud solution. In addition, managing 3rd party suppliers, **developed contracts and SLA's**.

Asst. Country Manager (Middle East, North Africa, Indian Sub-Cont)

AIRCOM International - A TEOCO Company (www.teoco.com)

March 2014 to Feb 2015

Dubai,UAE/ Fairfax, USA

- **Worked with the Country Manager and CEO** in management of regional offices after the acquisition of Aircom.
- Involved in the **strategic planning of office operations for all OpCos**, execution and headship of enterprise wide cost-effective initiatives that support business system, strengthen departments capabilities and delivered continuous improvements while enhancing productivity and organizational efficiencies.
- Country specific expert to advise on local norms, Labour Laws, culture, language, business operation, legal, HR and Facilities issues and redeveloped policies and procedures to govern the acquisition and brought the standards in line with Teoco Values.
- Launched many technical projects in order to improve office working processes and reduced unnecessary cost.

Regional IT Manager/Project Manager (Middle East, North Africa)

AIRCOM International (www.aircom.co.uk)

June 2006 to Feb 2014

Dubai,UAE

- Regional Technical Team Lead in MENA region and 3rd Level Support to in-house users as **per ITSM Standards**.
- **Setup goals, IT strategies & Policies as well as IT Infrastructures** standards in the region that resulted in core infrastructure delivery in an efficient and cost-effective manner.
- **Architect Enterprise IT/Telecom Solutions, MS Licensing Management, Budgeting & Procurement** in accordance with the needs of the company that helped in building and maintaining strategic **vendor relationships**.
- Troubleshooting variety of Network and Hardware related oversight & failures on regional level within given SLA.
- Successfully administered Service Desk and Infrastructure engineers. Created training strategy to bring skills up to date and reinforce improved staff engagement; established IT matrix as per **ITIL framework**.

Project Management Activities:

- Lead **the IT/Wireless project plan** from initial project identification to hand off to the Client Service Delivery team; includes creation and approval of **charter, developing scope, budget, timelines and deliverables**, appointing resources, ensuring desired quality and profitably closing Project.
- Delivered complex IT and Telecom Solutions by using industry standard frameworks and **PMP principles** that enabled highly coordinated execution and control.
- **Managed Regional IT/Wireless Infrastructure Projects** and Managed Services Project within agreed budgets and timescales (**400K to 5M USD**), that drove down costs and cost of ownership.
- **Partnered with PMO** and leadership Team to identify, track and manage/mitigate risk on mission critical projects.

- **Tracked scope changes and manage change request** process for approval for timely deliveries.
- Conducted periodic meetings and actively updated all stakeholders, team and management with status reports.

Product Support and Pre-Sales Activities:

- On the dot managed **Service Desk Tickets (Track IT, Cherwell)** and closing calls as per the **SLAs**.
- Completed on-site installation, Deployment, Support of IT and Telecom Products within strict deadlines.
- Managed Pre-Sales teams & channelize the whole **RFP/RFI** process for all Telecom Products (**GSM/3G/LTE**).
- Effectively handled Pre-Sales queries, proposed Technical Solutions (RF & OSS) to potential Wireless customers.
- Productively conducted **Proof of Concepts (POC)** and run technical demos/presentations to get customer buy-in.

ICT Supporter/Project Coordinator

IAPSO/UNDP (United Nations Development Program) - (www.undp.org)

June 2005 to Feb 2006

Copenhagen , Denmark

- Acted as key interface with UN House Users and provided 1st & 2nd Tier deskside and desktop support including installation and maintenance of Microsoft OS/Products, Dell machines and Cisco wireless systems.
- Established Enterprise Service Desk of all hardware and software resources according to the UNDP OLAs.
- Performed diagnosis and root-cause analysis to develop corrective action and solutions in order to maintain QoS.
- Administered user accounts on a AD platform, Exchange, distribution lists, Domain Controllers and WSUS servers.

Senior IT Analyst

Expo-IT College

July 2002 to August 2003

Multan, Pakistan

Customer & IT Support

COMSATS Internet Service Provider (www.comsats.org)

Jan 2001 to June 2002

Lahore, Pakistan

AWARDS & ACHIEVEMENTS

- Building AIRCOM's own IT Infrastructure in MENA region from scratch. Developed complete state-of-art IT systems that encompass data and voice over wired and wireless network with Touch Phones and BB Devices. Starting from a basic LAN and transformed it to the level of WAN connectivity with secure VPN links across global offices. Dell/HP Servers with Backup system was setup along with innovative Cisco Security systems. I developed the Infrastructure with maximum redundancy with active and passive components. I recruited IT teams and setup regional Offices with adherence to **ITIL** standards. Awarded Above & Beyond Many times.
- Managed and delivered many **Mission critical projects (500K USD to 10 Million USD)** in Middle Eastern, European and North African countries. This includes successfully commissioned IT Infrastructure in Data Centers from Design till Delivery including procurement of IT Hardware and Software.
- **Achieved 43% saving** in supplier costs through tendering and negotiations from 500K US\$.
- Accomplished continuous IT **operations savings at 15% YoY** for nearly 3 years in row.
- Transformed company IT infrastructure under one roof by installing cutting edge **virtualization technology** including **Cloud Based solutions**. This endeavor saved company reasonable amount of Capex/Opex.
- **Pruned Aircom PBX cost by 30%** by discovering new cost effective VOIP PBX systems, all without sacrificing QoS.
- Slashed Aircom **Global Mobile cost from 900K USD Per annum to 600K USD** by doing major research work on calling patterns, customized tariffs and users habits.
- Contributed immensely in the creation of **3 year IT roadmap**. This helped the IT and the business, to achieve stability and governance in infrastructure, improved service delivery and IT values.
- At Compugen, Managed from Planning through Completion, **800K Data center Infrastructure Migration Project** ahead of schedule. **Delivered before time and 50K under Budget**.
- Decreased overall **Capex/Opex by 20 %** for customers as well as for Compugen's own spend on inventory, applications, HW/SW and networking gear and migration to Azure Cloud Pack.
- Single handedly delivered **Microsoft Dynamics CRM along with Business Central (Navision)** , MS Talent at Highvail system saving tons of cost on actual configuration.

ACADEMIC QUALIFICATION

Master Degree	Year 2006	MSc in IT (Internet & Software Technology)	IT University of Copenhagen (ITU), Denmark Technical University (DTU) , Denmark
Bachelors Degree	Year 2000	BSc in Computer Science	Bahauddin Zakaria University , Pakistan