



Qualifications Overview

- 20+ years of professional experience with proven high-level IT and Project Management skills
- Extensive experience leading enterprise operations teams in a large infrastructure environment
- Managed, trained, mentored and evaluated physical and virtual teams across multiple departments and functions
- Extensive experience leading cross-functional development teams
- Experience in managing NOC, Data Center, Application Development, Service Desk and Infrastructure teams
- Experience with customer relationship management in demanding fast paced operational environments
- Excellent communication and customer services skills
- Regional, national and international Information Technology management experience
- Over 7+ years of Agile/ Lean project management experience

Critical Management Skills:

- | | | |
|---|--|--|
| • Project/ Program Management | • Service Oriented Architecture (SOA) and SOA Governance | • IT Asset Management |
| • Application Development Team Management | • ITSM Process Development and Deployment | • Network Architecture and Design |
| • Financial Management | • IT Governance | • Agile/ Waterfall project methodologies |
| • Identity Access Management | • Change and Release Management | • Systems Administration |

Professional Experience

Applied Logic Solutions

Senior Program Manager

4/2010-Current

Lead multiple IT infrastructure and business process improvement engagements with Federal and Private sector organizations

- **Tenable Network Security** – IT Asset Management/ IT Service Management Projects
- **Bio-Clarity Analytics** – International business process improvement, Contact Center implementation, Data Center consolidation
- **Final Tier** – International IT Asset Management and IT Service Management implementation
- **AGI Path, Inc.** – Architecture and Design of Data Warehouse and SharePoint implementations
- **Federal Home Loan Banks** – Identity and Access Management Implementation, IT Asset Management implementation
- **US Patent & Trademark Office** – Program and Project Management for multiple infrastructure initiatives, work to resolve issues identified within the Federal Information Technology Acquisition Reform Act (FITARA)
- **US Census Bureau** – Management of Decennial Census teams, work to resolve security Plan of Action and Mitigation requests
- **Securities and Exchange Commission** – IT Service Management implementation

HITT Contracting Inc, Fairfax, VA
IT Procurement and Service Delivery Director

10/2007 – 2/2010



- Designed and implemented Service Desk ticketing system – Numara Footprint
 - Planned and designed organizations core infrastructure (servers, racks, routers, switches, phone system)
 - Designed and implemented Enterprise CMS (Share Point 2007)
 - Maintained a budget of \$3 million for IT initiatives and capital costs
 - Ensured end to end Service delivery of all IT services
 - Managed and Designed local data center
 - Design and architecture of enterprise infrastructure for over 50 remote sites
 - Develop Service Level Agreements, oversee implementation of Organizational Level Agreements for IT services
 - Implemented ITIL v3 processes and procedures
 - Director of IT Steering committee for IT governance
 - Developed IT governance under Assess, Plan, Implement, Manage
 - Developed processes for IT governance supporting IT Service Management
 - Managed IT governance of financing and prioritization
- [ENVIRONMENT]** 500 end-users, 30 servers – mostly Windows, Network Appliance SAN's, 24/7 up time for 3 mission critical applications

Spacenet USA, McLean, VA

9/2004 – 6/2005 & 11/2006 – 10/2007

Global IT Infrastructure Management Director

- Design and Implementation of Online Help Desk Ticketing system.
- Design and implement IT Governance processes for Service Management, Delivery, and Service Desk
- Maintain \$5 million budget for IT Operations
- Design and Implementation of IT for International Offices (US, Israel, Germany, and Japan)
- Lead Sarbanes-Oxley controls implementation for IT Operations
- Design and Implementation of clustering and load-balancing solutions for Global Infrastructure
- Plan, Design and Implement Windows 2003 R2 infrastructure and LAN/ WAN infrastructure.
- Plan, Design and Implement MS Exchange Server 2003 and upgrade to Exchange 2007.
- Support and Design of multiple site PolyCom VTC infrastructure
- Implement ITSM policies and procedures
- Manage SLAs and OLAs for IT/ IS departments
- Create Services life cycle for IT governance
- Manage IT portfolio governance, enterprise architecture governance, and IT strategy governance

[ENVIRONMENT] 750 end users, 50 Servers – mix of UNIX, Windows, EMC Clarion SAN's, 24/7 up time of 4 mission critical applications

Kaiser Permanente, Silver Spring, MD

6/2005 – 11/2006

National Infrastructure Services Manager

- Implemented and trained Operations Teams on ITSM processes and procedures
- Managed a staff of 50 engineers, 30 service desk staff, and 50 project managers
- Analyzed and provided support on Regional issues – Network problems, Help Desk issues, and Project issues
- Worked with Regional CFO's on operating costs for Kaiser Regions
- Manage/ develop OLA's and SLA's for Kaiser Regions



Sajid Qureshi

- Identified new

technologies to implement for Kaiser Regions

- Management of both Local Silver Spring data center operations and remote Corona, California data center operations
- Provided support/ feedback on end-to-end design, and implementation for kp.org (electronic medical health records system).
- Create Services life cycle for IT governance
- Manage IT portfolio governance, enterprise architecture governance, and IT strategy governance
- Member of IT Steering committee for IT governance
- Develop IT governance under Assess, Plan, Implement, Manage
- Develop processes for IT governance supporting IT Service Management
- Manage IT governance of financing and prioritization

[ENVIRONMENT] 17,000 end-users, 600 servers mix of UNIX, Linux, Windows, IBM SAN's, 24/7 up time for 14 mission critical applications

Reuters America, Inc., Washington, DC

10/2000 – 9/2004

Global Pictures Service Owner, IT Infrastructure Manager

- Maintained day-to-day operations for Washington DC Bureau and 16 International Sites
- Provided technology solutions for national and international events, such as the Winter Olympics, World Cup, Super Bowl(s), IAAF Track and Field Championships, and the Academy Awards.
- Maintain \$10 million annual budget for IT Pictures Services
- Planned and implemented ITSM processes and procedures
- Managed a 24/7 Data Center for Reuters Financial News Service
- Assisted with architecture and design of News2Web – internally developed CMS system
- Designed, implemented, and maintained infrastructure.
- Provided International Journalists and Photographers 24/7 support for remote connectivity issues.
- Planned, designed, and implemented Business Continuity Plan for Washington, DC Bureau and 16 International Sites
- Planned, designed, and implemented PolyCom VTC systems for Americas, EMEA and APAC global regions
- Planned, designed, and implemented Fast Alert Terminals – allowing for split-second delivery of News Alerts to clients.
- Planned and documented security policies and firewall configurations for LAN/ WAN.
- Designed and implemented Intranet Web-Site for technology team in the Americas, EMEA and APAC regions
- Manage/ develop OLA's and SLA's for Reuters America, with clients and internal users
- Worked with various vendors on software and hardware purchases.
- Designed, documented and implemented backup strategy for all international bureaus, including procedures for off-site storage, and tape rotation methodologies
- Maintained Lotus Notes Domino R5 Server for LAN – insuring proper delivery of internal and external email to user community.
- Planned and designed Active Directory Infrastructure for the Americas, EMEA and APAC regions
- Develop and implement SLA's for Reuters Pictures infrastructure
- Develop IT governance under Assess, Plan, Implement, Manage



Sajid Qureshi

- Develop processes for

IT governance supporting IT Service Management

- Manage IT governance of financing and prioritization

[ENVIRONMENT] 3,500 end-users, 200 servers mix of UNIX, Linux, Windows, Network Appliance SAN's, 24/7 up time for 6 mission critical applications

Artesia Technologies, Rockville, MD

1/2000 – 9/2000

Technical Operations Group Manager

- Maintained Internet Web-Site Servers providing web statistics, and Internet domain registration.
- Maintained a budget of \$1 million for software, hardware, and staffing requirements.
- Managed a team of engineers to manage the LAN/ WAN infrastructure and Data Center for both UNIX and Windows environments
- Manage SLA's for internal and external customers – reported metrics quarterly
- Researched and developed new technologies for organization – including knowledge base for Engineers, and new pagers for automatic email updates.

[ENVIRONMENT] 250 end-users, 15 servers mix of UNIX, Linux, Windows, Network Appliance SAN's, 24/7 up time for 3 mission critical applications

GE/ Gilat Spacenet, McLean, VA

9/1998 – 12/1999

IT Manager

- Designed, implemented, and configured WAN infrastructure – including switches and routers, connecting 2 remote sites to core site in McLean, VA.
- Designed and implemented NT infrastructure (DNS, DHCP, WINS, Exchange and SQL)
- Documented Help Desk procedures, and provided user community with Service Level Agreements (SLA's).
- Managed a team of 9 engineers, in maintenance of LAN/ WAN, and Data Center Operations
- Researched, developed, and implemented prototype of SkyBlaster VSAT for Starband Communications for use with consumer PCs for Internet Access.
- Worked with various vendors on hardware and software purchases for infrastructure.
- Maintained a budget of \$700K, for software, hardware, and staffing requirements.
- Planned, designed, and implemented security policies, as well as firewalls for infrastructure.
- Researched and developed new technologies

[ENVIRONMENT] 1,000 end users, 30 Servers – mix of UNIX, Windows, 24/7 up time of 4 mission critical applications

Bureau of Labor Statistics, Washington, DC

8/1996 – 8/1998

Lead Network Engineer

- Planned, tested, designed, and implemented various software rollouts to users – including Internet Explorer, MS Office, and other proprietary Bureau of Labor Statistic applications
- Led a team of 3 network engineers in day-to-day operations of LAN/WAN environment
- Created Service Level Agreements (SLA's) for divisional support
- Worked with upper management in creating help desk and security policies for infrastructure.
- Maintained LAN Servers(Exchange, ISYS Web, Adobe, and Business Intelligence environments – patches, upgrades and new implementations.



Sajid Qureshi

[ENVIRONMENT]

2,500 end users, 20 Servers – mix of UNIX, Windows, 24/7 up time of 3 mission critical applications

IIAM/ Earthlink.net, Woodbridge, VA

10/1995 – 8/1996

Manager

- Tested and researched 56K US Robotics modems for increased dial-up speeds
- ISDN installations at customer locations where requested
- Identified corporate accounts and performed liaison activities for corporate offices in California
- Highest gross sales award for National locations – Woodbridge, VA location
- Hired staff for 3 regional locations – Manassas, Springfield, Woodbridge, VA.

Education / Certifications:

<i>Crown University- B.Sc. - Information Technology</i>	<i>Certified Scrum Master (CSM) training</i>	<i>Microsoft Certified Professional (MCP)</i>
<i>Michigan State University – Undergraduate Studies</i>	<i>ITIL v3 – Foundations – Certified</i>	<i>PMP (Project Management Institute) - training</i>

Critical Technical Skills:

Microsoft	Windows 2003/2008/ 2012 Sever/ Advanced Server, Windows 7, MS Exchange 2003/2007/2010, SQL 2000/2008, Windows Clustering Services, System
Non-Microsoft	Solaris UNIX, Red Hat Linux, Mac OS, Cisco IOS, Lotus Notes Domino 6.5, Rally, JBOSS
Other Tools / Applications	Borland Interbase, SAP, Tivoli, Citrix, Raptor Firewall, Check Point Firewall, SolarWinds, BigFix, JD Edwards(PeopleSoft)
Architecture and Design	WINS, DNS, TCP/IP, SMTP, SNMP,
Hardware	Dell, Compaq, HP, IBM – Printers/Servers/ Laptops/ Desktops, Cisco Routers-Switches, 3Com Switches, EMC Clarion – SAN, Netapp – SAN, Lucent Definity Telecom Switches