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**Presentation of Qualifications**

**Umar Nasser**

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**US Citizen**

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# OBJECTIVE

A IT, Telecom, , VoIP, NMS Security Implementation or Project/Program Management Position, in which my broad technical background and Project Management experience**,** will offer opportunity for contribution and advancement.

# PROFILE

Highly qualified IT/Telecom Project-Program Management Specialist, with over (29) years of diverse experience. In-depth knowledge of Cisco Unified Communications for TX State Hospitals, Clinics & Benefits offices, HCS, VoIP Planning & Implementation, Cisco UC CUCM and CUBE Planning & Implementation. Gathering internal stakeholder’s requirements. Planning and Implementing SIP Trunks & MPLS Backbone/Access Circuit Requirements. Planning Implementing Unity Connection Voicemail. Planning and Implementing Voice Gateways ISR Routers, ISR G2 Routers and Analog gateways. IT/NMS Security, IpSec, IMS, EPC, SDH/Sonet fiber optic transport networks, long distance transmission systems, WDM, DWDM, IP-MPLS, MSAN, IP-Dslam 3G, 4G, T1, PRI, MPLS,DTO,SIP Trunks, Hosted PBX, DIA, Failover, LTE & Metro Access networks. Unique experience in project planning, Datacenter Infrastructure, Implementation Management, operations & maintenance.

**Work History**

**May 2017 – Present**

Telco Experts NYC, NY Section Manager Service Provisioning & Project Management

**Sept 2016 to April 2017**

The Clorox Company Sr. Infrastructure PM, I.T. Services Dept. Durham, NC

**Sept 2015 to May 2016**

State of Texas Health and Human Services Commission Program Manager

**April 1999 to June 2015**

Saudi Telecommunications Company Riyadh, Saudi Arabia Program/Sr. Project Manager

**April 1996 to April 1999**

Baud Telecommunications Company LTD. Riyadh, Saudi Arabia Project Manager

**Mar 1995 to Mar 1996**

New Jersey Fiber Technologies, Piscataway, New Jersey USA Field Engineer

**Dec 1993 to Mar 1995**

WorldCom/MCI Communications New York, New York USA Site/Field Engineer

**Sept 1991 to Sept 1993**

US Sprint Communications, Atlanta, Georgia USA Network Operations Specialist

**Feb 1983 to Sept 1991**

United States Air Force Telecommunications Computer Systems Specialist

***Telco Experts NYC, NY***

***May 2017 – Present***

***Section Manager***

***Service Provisioning & Project Management***

**Responsible for:** Managing the Provisioning & Project Management Team. Developing Workflows and Processes to facilitate Efficient and Scalable

**Job Description and Responsibilities:** Include, but are not limited to the following: • Creating policy and procedures for provisioning and PM • Support/Supervise Project Managers • Escalation Point for provisioning and PMs • Assist in recruiting project managers, including interviewing, job descriptions, and compensation package • Assist in tracking performance of provisioning employees • Train and develop project managers • Complete special projects as requested • Assist in kick off/implementation of new products • Resolving issues encountered during the provisioning process and work with the team to rectify the workflows • Remain aware of all open orders and have a good understanding of their progress and provide regular reporting as requested. • Establish relationships with strategic contacts at carrier partners to ensure escalation success. • Document existing provisioning process for all products and carriers. • Initiating orders for commercial telecommunication services • Working with internal installation groups to identify installation timelines • Managing the order from inception through installation • Tracking of all service activation related activities and keeping the customer informed of their progress. • Entering order information into our CRM system for tracking and maintenance • Providing management reports as requested

***The Clorox Company Durham, NC***

***Sept 2016- April 2017***

***Sr. IT Infrastructure Project Manager***

***IT Services Dept.***

**Responsible for:** Project/Program Management for all upgrade & expansion Projects affiliated with the Clorox Company’s, domestic and global, Large (T-Shirt Size) SAP eco system.

**Current Program/Projects:** Upgrading andmigration of the Clorox SAP ECC Infrastructure from HP-UX to SUSE-Linux. Upgrading of the BW & BIA Infrastructure/Platform. Upgrading and Migration of the Oracle DB to 12g. Infrastructure Convergence & Pre-Cloud migration infrastructure/applications, assessments and alignments. Virtualization platform implementation. Data Archiving and Storage Optimization & Expansion.

***State of Texas Health and Human Services Commission***

***Sept 2015 to May 2016***

***HHSC Enterprise Telecommunications Services Program Manager***

***Voice Communications Services***

**Responsible for:** Program Management for all Sub-Projects affiliated with the Unified Communications VoIP HCS (Host Cloud Solution) for the State of Texas Health and Human Services Commission. Duties include but not limited to the Planning, Logistics, Site VoIP Network Readiness Assessment, Procurement, IT Infrastructure, QA Testing w/JIRA, Confluence-MS Project for Team Management & Reporting, Budgetary Management, Status Reporting & Presentations to Management and State Governance Committees. CUCM and CUBE Planning & Implementation. Gathering internal stakeholder’s requirements. Planning and Implementing SIP Trunks & MPLS Backbone/Access Circuit Requirements. Planning Implementing Unity Connection Voicemail. Planning and Implementing Voice Gateways ISR Routers, ISR G2 Routers and Analog gateways.

**Current Program/Project: $**100MillionStatewide Conversion of 537 Sites, 60,000+ Seats to the Cisco Unified Communications VoIP Hosted Cloud Solution. Implementation of a Statewide Standardized Enterprise Voice Communications Network. Walk-In-Takeover of 375 Sites 20,000 seats, where the Telecom Support Equipment is not owned by the State of Texas HHS. This project included three State of Texas Mental Health Hospital, 3 Youth Detention Facilities, 18 Community Clinics and the Texas State Center for Disease Control.

***Saudi Telecommunications Company Riyadh, Saudi Arabia***

***April 1999 to June 2015***

***Core Network Implementation Department, Sr. Project/Program Manager***

**Saudi Telecom Network Implementation**

**Responsible To:** Plan, execute, and finalize projects according to strict deadlines and within budget. This includes acquiring resources and coordinating the efforts of team members and third-party contractors or consultants in order to deliver projects according to plan. I am also required to define the project’s objectives and oversee quality control throughout its life cycle. Current responsible for the STC 4G LTE, DWDM, FTTH, IP-MPLS, EMC SAN Backup & VM, Cisco Unified Communications, Cisco Video Conferencing Implementations, Network Security, NMS/OSS projects, IpSec, Oracle SBC for VoLTE & Data Center Security and Vii Gi Firewalls. Convergence, Hyper convergence. Cloud Migrations, HP/UX to SUSE/Linux Migrations.

**Project Management Experience:** Direct and manage project development from beginning to end. Define project scope, goals and deliverables that support business goals in collaboration with senior management and stakeholders. Develop full-scale project plans and associated communications documents. Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion. Liaise with project stakeholders on an ongoing basis. Led Application/Software Dev Project using the Agile and Waterfall methodologies. Estimate the resources and participants needed to achieve project goals. Draft and submit budget proposals, and recommend subsequent budget changes where necessary. Where required, negotiate with other department managers for the acquisition of required personnel from within the company. Determine and assess need for additional staff and/or consultants and make the appropriate recruitments if necessary during project cycle. Set and continually manage project expectations with team members and other stakeholders. Delegate tasks and responsibilities to appropriate personnel. Identify and resolve issues and conflicts within the project team. Identify and manage project dependencies and critical path. Plan and schedule project timelines and milestones using appropriate tools. Track project milestones and deliverables. Develop and deliver progress reports, proposals, requirements documentation and presentations. Determine the frequency and content of status reports from the project team, analyze results, and troubleshoot problem areas. Proactively manage changes in project scope, identify potential crises, and devise contingency plans. Define project success criteria and disseminate them to involved parties throughout project life cycle. Coach, mentor, motivate and supervise project team members and contractors, and influence them to take positive action and accountability for their assigned work. Build, develop, and grow any business relationships vital to the success of the project. Conduct project post mortem and create a recommendations report in order to identify successful and unsuccessful project elements. Develop best practices and tools for project execution and management.

**Projects Managed History**

* Upgrade of Alcatel-Lucent (OMS) Optical Management System to the (eOMS1350 ) $1.2m
* O365 Migration/Skype Business Integration Saudi Telecom Enterprise $1.9m
* Huawei T2000 to U2000 Upgrade & Cutover. $13m
* Upgrade and Expansion of the Oscilloquartz Sync View Plus Synchronization Management System
* Upgrade of Symmetricom TimeScan to TimePictra 10.0 Web Based Synchronization Management System & HA Expansion. $2.2M
* Datacenter Tier-4 Upgrade $8.3M
* Datacenter Server Consolidation/ Rack Standardization $14M
* Datacenter SAN & Geographical Redundancy. $6M
* New System Introduction of Nominum Centris NPS & NIS Outbound Spam Solution
* New System Introduction of Huawei iManager U2000 Unified Network Management System for SDH, DWDM, IP, IP-MPLS & MSAN. $2.8M
* New System Introduction of Nokia Siemens Networks NetAct integrated Operations Support System (OSS) for 4G & LTE Nodes. $3.9m
* New System Introduction Network of Nokia Siemens Networks NetViewer NME Suit Management Solution for 4G & LTE Nodes. $2.9m
* New System Introduction of Nokia Siemens Networks of Traffica Management System for real-time Service quality & Service utilization of the STC GSM & Mobile Services Network. $620k
* New System Introduction of Alcatel-Lucent 5620 (SAM) for end-to-end service-aware for the management of STC- IP Networks & IP-MPLS Services. $780k
* New System Introduction of Alcatel-Lucent 9959 Network Performance Optimizer (NPO) monitoring and optimization of radio performance in STC wireless networks. $1.9m
* New Introduction to the STC Network of CiscoWorks Network Compliance Manager (NCM) tracks and regulates configuration and software changes tracks compliance with a broad variety of regulatory, IT, corporate governance, and technology requirements. CiscoWorks NCM helps IT staff identify and correct trends that could lead to problems such as network instability and service interruption. $1.8m
* Upgrade of the Ericsson OSS-RC and Ericsson Network IQ ENIQ for 4G & LTE Services $790k
* Upgrade of the Ericsson SERVICEON ELEMENT MANAGER R10 FOR MICROWAVE NETWORKS (SOME)
* Upgrade & Expansion of Nokia Siemens Network Telecommunications Network Management System (TNMS) (DWDM and NGM), supporting SDH, DWDM, Ethernet and PDH services. $3.9m
* New System Introduction ZTE NetNumen U31 Integrated network management system $980k
* New System Introduction ZTE NetNumen M31 Network management system for RAN & 4G LTE Services $500k
* STC Network Security Assessment & Risk Management Framework Ernst & Young Project to Evaluate and Enhance the Security Posture of STC Telecom Network Infrastructure. $4.8m
* New System Introduction Nominum Outbound Spam Mitigation Filtering Solution $1.7m
* IPSec Upgrade and Expansion with Juniper Systems. $7m
* IPSec Upgrade and Expansion with Cisco Systems. $3M
* SBC Upgrade and Expansion with Huwaei Systems. $6.2M
* Vii Gi Firewalls Expansion and Link upgrades for the Juniper SRX5800’s $4.9m
* NSN TNMS NMS Upgrade & Expansion $1.1M
* Experienced with AGILE Project Implementation

***Transmission Network Operations Center,* Section Manager**

**Saudi Telecom Transmission Operations**

Responsible For: Operations, Maintenance, Inspection, Performance Monitoring & Analysis, Management Reports, Troubleshooting, Outage Restoration, Quality Control for the SDH Transmission Network Elements & Network Management Systems. Responsible for the Acceptance and Handover of New or Upgrade Network Management Systems and New Fiber Optic and Digital Microwave Transmission Network Nodes, from Lucent, Siemens & Huawei and Various Other Vendors to Saudi Telecom. Responsible for the Operations and Maintenance of all DCN/Q-LAN Related Systems for All Transmission Network Transmission Elements. Responsible for the O&M of all Network Element Management Applications and Network Management Overlay Applications. Managed the Construction, Implementation and Commissioning of over 70 Sites comprised of SDH Fiber Optic Regenerator/ADM and DMW/GSM Towers, Site Power,Backup Batteries, Inverters, HVAC, Solar Panels & CT-800 NMU’s for remote site monitoring and control in support of the STC 24,000 Km Fiber Optic Transmission Network and 150 Hop Digital Microwave Network.

* **Technical Experience Management Systems:** Lucent ITM-NM, Lucent WS-NMS Overlay Management System, ITM-SC Network Monitoring and Element Controller Management Systems, Lucent SNMS, Nera City Link, Huawei T2000, Huawei U2000., Siemens Surpass Hit, TNMS, Siemens Netviewer & NetAct, Siemens Fastlink ACI, ALU eOMS 1350

***Baud Telecommunications Company LTD. Riyadh, Saudi Arabia***

***April 1996 to April 1999***

**Transmission Engineer**

Responsible For: Engineering, Installing, Testing, Commissioning & Troubleshooting of The Following Transmission Media, In Support of Nortel SL-100 Switching Networks. Fiber Optic SDH, PDH & Sonet Networks via Nortel & Ericcson Fiber Multiplex Systems. Microware Line of Sight Links. Tropospheric Scatter Links. Digital SDH Radio. VSAT Satellite Links. T1 to E1 Rate Conversion Systems. Engineering, Installing and Commissioning PictureTel Videoconferencing Systems, LAN based Video Conferencing and Multipoint Video Conferencing.

* **Technical Experience:** Proficient in the Installation, Commissioning, Configuring, Programming Testing & Troubleshooting of Nortel TN-1x Fiber Mux, Nortel TN-4x Fiber Mux, Nortel PDMX-E SDH Access Unit, Nortel Proximity Wireless Phone Switch, Nortel SL-100 Telephone Switch with in-depth experience with the Transmission aspects including IDSN PRI, CCS7, Autovon, ANSI, Val-Miki T1 to E1 rate changing Equipment, Ascend Bandwidth Multiplexing EQ, PictureTel 4000 videoconferencing Eq, Marconi 2853S Digital Communications Analyzer, Marconi Triton 250 Protocol Analyzer. HP Mini OTDR. Racal Voice Recording Systems. Tellabs D4 Channel Bank.

***New Jersey Fiber Technologies, Piscataway, New Jersey USA***

**Mar 1995 to Mar 1996**

**Fiber Optic Network Operations**

**Responsible for:** Engineering, Provisioning, Installing, Configuring, Testing and Maintenance: Of Fiber Optic Sonet Add/Drop Ring Networks,Fujitsu FLM-600 OC-12 and FLM-150 OC-3 Fiber Optic Multiplexer Equipment, Tellabs Titian 5500 3/1 DCS, Tellabs 532 1/0 DCS.

* **Technical Experience:** Proficient in the Installation, Engineering, Testing and Maintenance of Fujitsu FLM 150 & FLM 600’s, in Central Offices and Customer Office Locations. Terminating DS3 and DS1 traffic to Optical Mux Equipment and Integrating the Data on to a Fiber Optic Ring Network; installation of D4 Channel Banks, Smartjacks, 66 Blocks, Battery Backup, Fiber Termination Panels. Acceptance Testing and Troubleshooting of Fiber Optic Carriers, DS3, DS1, DS0’s.

***WorldCom/MCI Communications New York, New York USA***

**Dec 1993 to Mar 1995**

**Network Operation/ DMS - 250 NYC POP**

**Responsible for**: Maintenance, Repair, Configuration, and Testing of DS3’s, DS1’s, DS0’s, Fiber Optic Cable Termination Equipment, DS3 Multiplexing Equipment, NEC ATM Switching Node, NT DMS-250 Switch, NT OC-48 S/DMS Transport Node, Tellabs Titian 5500 DCS, DSC CS1L DCS.

* **Technical Experience**: Proficient in the Troubleshooting, Repairing, Maintenance, and Configuration of the following Equipment and Systems: Rockwell LTS-21130/1565 Lightwave Transmission System, NT DMS- 250 Telephone Switch, NT OC-48 S/DMS Transport Node, Tellabs Titan 5500 DACS, DSC CS1L DACS, Dynatech CPX-432 Pad’s, Sunrise A/B Switch, Telco Systems M560 Fiber Optic Terminal, Telco Systems 828A Multiplexer, Cascade STDX-300, Stratacom ATM Switch, NEC RC-28C Digital Mux, NEAX ATM Service Node, Newbridge 3600 Mainstreet Bandwidth Manager, Coastcom and Telco Systems Channel Banks, AT&T Lineage Battery Plant Monitoring System.
* **Equipment Experience:** Highly Skilled in the use and optioning of the following Equipment: Digital Link CSU’s, Tellabs and Ditech Echo Chancellors, Tau-Tron DS3/DS1 Test Sets, T-Berd DS1/DS3 Test Sets, Sierra 411B Digital Channel Access Test Set, Scientific Atlanta DS3 Error Rate Analyzers and Signal Sources, Wilcom DS3 Access Test Set, Vencat DS3 Monitor and Signal Breakout, Photon Kinetics OTDR 3100, ADC DS1 Copper and DS3 Coax X-Connect Panels.

## SPRINT Communications, Atlanta, Georgia USA

**Sept 1991 to Sept 1993**

**Network Operations -- DMS -- 250 Maintenance Center (ERCC)**

**Responsible for**: Maintenance, installation, repair, and testing of switched voice and data circuits on the DMS-250 telephone switch. Duties included: repair, and **configuration of VPN, 800, 900, Hotline, Switched Data, PBX applications, PC Helpdesk Technician.**

* **Technical Experience**: Extensive working knowledge of the following DMS-250 Areas and Map Levels; Carrier, TRKS, TTP, ATT, Monitor, Ecore, EIOC, Image Dumps. Post and Identify MAP Alarms. Test and Troubleshoot the Office Alarm Unit. Translate Alarm Tables. Initiate, update and troubleshoot Translations tables. Identify all External alarms. Utilize all tables necessary to perform Circuit Installation and Repair ...
* **Equipment Experience**: Highly Proficient in the Use of and Function of: Echo Cancellers, Equalizers, Hybrids, AMPS/PADS, PADS, Loop Extenders, PROTOCOL Analyzers, Multimeters, Butt-Sets, Drop and Insert Test Equipment, **Multiple Brands of DS1 and DS3 Test Equipment, Modems, CSU’s, DSU’s, Various Brands of PBX’s, RJ48C, RJ21X, V.35 and all other Industry Standard Interfaces.......**

# Service Implémentation —DATA SERVICE INSTALLATION AND REPAIR (PLSC)

**Responsibilities**: Procedural testing and fault isolation for digital and voice communications, Installing, Data basing, Problem assessment and resolution to accomplish effective, accurate communications networking capability. In depth knowledge of communication systems utilizing LAN configurations, computer applications, PBX, switched voice and data services, PC/LAN Help Desk Technician.

* **Technical Experience**: Testing, Acceptance, Fault Isolation, and **Repair of DS1 and DS3 Carriers,** DDS, Sub rate Circuits, and Analog Data Circuits. Use and optioning of CSU’s, DSU’s, Smart jacks, 829 Analog Loopback Jacks. DEXCS Digital Cross-Connect Mapping, Data basing and Testing. Fiber-Optic Networks and Ring Configurations. Troubleshooting Digital Multiplexing and M13 problems Including Jack, Wiring, and Component problems. Applications worked with on a daily basis Include: NX56 & NX64 circuits used for Video and Bandwidth on Demand applications. ISDN circuits and associated D CH’s. SS7# routing, Packet Switching networks, LAN, MAN and WAN Networks. Extensive experience in the repair and turn-up of B8ZS Circuits......
* **Test Experience**: Highly Proficient with: BERT/BLERT Test using the appropriate Test Pattern. Drop and Insert Test at the DS1 and DS3 levels. Perform and interpret, level testing, Impulse Noise, Envelope Delay, Harmonic Distortion, Jitter, 3 Tone Slope, C-Message, C-Notch, S/N, Ringing and Telephone Operational test. Remote testing Via React/Hiekieman Test sets and Software. Proficient in the use of the Firebird and Phoenix test sets, and the Hard Protocol Analyzer.

**United States Air Force**

**Feb 1983 to Sept 1991**

**Telecommunications Computer Systems**

**Responsibilities:** Testing, installing, and repair of digital and analog voice and data circuits for the Mobile Communications Nodal Control Element (CNCE Van). Maintaining and Interfacing Mobile Telephone and Data Switches with local users and Transmission Media, including Microwave, Satellite, Copper Systems. Functioned as the Unit Computer Repair/Requisition Officer

* **Technical Experience**: DSX Cross Connect Wiring, M13 EQ Installation and Testing, DSX Installation. Use of Crimp Tools, Wire Wrapping, Connector Installation, Soldering, Frame Block Installation and Wiring. Use and Interpret Wiring Schematics. Operation and Maintenance of Chargers and Batteries, Backup Generators, Modems, Multiplexers, Encryption Devices, Amps, Pads, Delay Equalizers, Frequency Counters, Oscilloscopes, and Analog and Digital Test EQ.
* **Duty Stations**: Suwon AB, Korea, Bitburg AFB, Germany, Robins AFB, Georgia, Riyadh AB, Saudi Arabia. Security Clearance held: Top Secret BI ...

# SUMMARY OF QUALIFICATIONS

* Lucent Technologies Anymedia AM1/Plus Operations & Maintenance Lucent Training Center Riyadh, Saudi Arabia
* ALU eOMS 1350 Operations & Maintenance Lucent Training Center Riyadh, Saudi Arabia
* Siemens TNMS V9 Operation & Administration, Siemens Berlin Germany
* Huawei U2000 Operation & Administration, Shenzhen China
* PMP Examination Preparation Course NYC NY
* CCNA Examination Preparation Course NYC NY

## University Of Maryland Overseas Division

## Community College of The Air Force

* Fifty-eight (58) Credit hours earned towards A.D in Communications Computer Systems Technology

## Skills and Strengths

* A professional appearance/attitude...
* PMP Certification
* Project Management within government environment
* Experience with data security and PII security standards
* Self-motivated... A team player...
* Strong familiarity with project management software
* Demonstrated experience in personnel management.
* Experience at working both independently and in a team-oriented, collaborative environment
* Can conform to shifting priorities, demands and timelines through analytical and problem-solving capabilities..
* Able to read communication styles of team members and contractors who come from a broad spectrum of disciplines.
* Persuasive, encouraging, and motivating.
* Ability to elicit cooperation from a wide variety of sources, including upper management, clients, and other departments.
* Ability to defuse tension among project team, should it arise.
* Ability to bring project to successful completion through political sensitivity.
* Strong written and oral communication skills.
* Adept at conducting research into project-related issues and products.
* Able to learn, understand, and apply new technologies.
* Project Management, Microsoft Office, Microsoft Work, Project Planning, Microsoft Powerpoint , Management, Leadership, Program Management, Microsoft Sharepoint, Agile, Waterfall, Datacenter Virtualization, Data Center Infrastructure, Cisco VOIP, IP, MPLS VPN, Fiber Optics, IPSEC, Cisco Call Manager, PMP, ITIL, Writing, Public Speaking, Business Analysis, Communications, Strategic Planning, Time Management, Team Leadership, Team Building, Process Improvement, MS Project, Cross-Functional Team Leadership, Change Management, Vendor Management, Operations Management, SDLC, Networking, Customer Facing, Project Delivery, Software Project, Risk Management. SAP, Bolt-Ons, Storage, Network, Virtualization, Backup & Recovery, Sizing, Capacity, middleware, application integration, Datacenter infrastructure, business continuity, high availability, migration, change management process/procedure, application and infrastructure testing, archiving & load balancer, BI & BIA, Delphix, HP Service Guard, live Cache, development, QAS, Production, DR, Disaster recovery, cloud, san, java, Siebel, pi, endeca, tableau, box, servicenow,