

Zaki Alam

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Accomplished **Senior Technologist** with extensive experience in Infrastructure, Cyber Security, Network Architecture and Application Integration. Exceptional in building consensus to deliver on the strategic vision. Engages C-Level Executives to deliver business solutions on time and under budget. Adept in instituting robust standards and process improvements to drive down costs, improve cycle times and enhance quality. Transferable skills in governance and compliance to meet demands of all organizations. Drives IT strategies and architectures in concert with business directives. Manages successful outcomes of programs and individual projects. Builds, trains and retains talents. Leads by example.

- **Personal:** Consensus-driven style, appreciative of continuous feedback, invested in outcomes
- **Process:** Expertise with IT procedural standards such as ITIL and TOGAF
- **Technical:** Deep knowledge of core and emerging technologies such as cloud (SaaS, IaaS), blockchain

Capabilities that Positively Effect Business Outcomes

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|-------------------------------|------------------------------------|----------------------------------|
| • Program Management | • Vendor & Contract Management | • Mergers & Acquisitions (M&A) |
| • Data & Analytics | • Continuous Process Improvement | • Budgeting Proficiency |
| • Application Rationalization | • Hire, Train & Retain Colleagues | • Networking & Cyber Security |
| • Platform Optimization | • Cloud Strategy & Architecture | • Disaster Recovery |
| • CI/CD Pipeline | • Blockchain / Emerging Technology | • Application & Data Integration |
| • IT Regulatory Compliance | • Identity Management (IdM) | • Cyber Security & Audit |

A Career Focused on Making Business Succeed

IT Generalist, 12/2021 to present

Manager, Technical Support, 6/2019 to 12/2021

Energi Core LLC – Lexington, MA

Manage a diverse team in a matrix organization to **deliver technical products and solutions**. **Build and retain a team** to support global community of over 200,000 users. Standardize architecture and processes.

- Utilize native services on AWS to architect a secure FinTech product environment on the web
- Document Business Requirements and Architecture to ensure consistency in the build
- Bridge gap between business and technology by establishing governance and processes
- Move towards Infrastructure as Code to iterate through build, test, deploy; utilize CI/CD pipelines
- Establish 24x7x365 tiered customer support model; over 95% user satisfaction

CTO / Senior Executive VP, 7/2018 to 12/2019

NexelIT Inc – Lexington, MA

Lead global professional service practice focused on Blockchain for FinTech and HealthTech sectors. Developed prototypes for customer engagement based on Hyperledger Fabric. Trusted advisor to client executives to define strategic vision and roadmap.

Senior Director, Enterprise Architect & IT Strategy, 9/2006 to 7/2018

Ahold Delhaize USA – Quincy, MA

Lead Enterprise IT Strategy in a matrix organization. Develop framework for IT Roadmap to realize business strategy sooner. Streamline yearly budgeting cycle process. Managed a cross-functional team.

- Achieved **over \$15M IT synergy savings** by rationalizing applications post-merger of Ahold & Delhaize
- Reduced operational expense by **over 50% by migrating and consolidating** data platforms
- **Reduced overall operating cost by \$1M** by moving to iPaaS (Integration Platform as a Service)
- Led by taking a **One-team approach** from pre-merger significantly reduced time during execution
- Attain scalability and efficiency through **architecture simplification**

Senior Director, Enterprise Architecture – Data & Infrastructure

Ahold USA – Quincy, MA

Promoted to **lead both the Data and Infrastructure Architecture teams**

- Chaired a team to establish standards for cloud migration; **reduced operating budget by 10%**
- Focused on **automation, virtualization and visibility** to better optimize the infrastructure
- Enhance security architecture to meet **regulatory compliances (PCI, PII, HIPAA)**
- Redefined global **strategic sourcing** approach to better manage vendor partners
- Established Technology Innovation practice to **fail fast**, Technology Review Board for **transparency**

Executive Principal/Founder, 1/2004 to 9/2006

SMART Corporation – Lexington, MA

Independent consultant solving IT challenges for medium to large organizations.

Notable Projects

Royal Ahold

Audit global infrastructure and security architecture to stabilize the network

- Recommend security enhancements to address vulnerabilities
- Recommend changes to the identity management infrastructure
- Led the infrastructure team to develop a Common Store Architecture

CVS Corporation

Architect an IT infrastructure for the next generation pharmacy application to meet ITIL processes. Solution included security, business continuity/disaster recovery (BC/DR), middleware, application performance testing, deployment strategy, and monitoring to improve service delivery

Additional Relevant Experiences, 1997 to 2004

NerveWire, Senior Director of Information Technology

Cambridge Technology Partners, Director of Enterprise System Engineering

Educational Background & Affiliations

Education

Bachelor of Science, Electrical Engineering, 1987

University of Texas at Austin

Training & Certifications

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|-----------------------|--------------------------------|---------------------------------|
| • DevOps Foundations | • Microsoft Azure Fundamentals | • Blockchain: Beyond the Basics |
| • Docker / Kubernetes | • CI/CD Process | • Scrum Methodology |

Publications

Blockchain Industrywide Adoption and Return on Investment (ROI), 2019

Global Decentralized Financial Platform - Blockchain/Artificial Intelligence (AI) based FinTech, 2019

Eradicating the Plague in HealthTech with Blockchain, 2019

Setup a Secure Certificate of Authority (CA) Server, 2004