**ATHER RIZVI (MEng, MBA, PMP, ITIL)**
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## Executive

*Expert in the design, development, delivery and alignment of technology and communication solutions to meet challenging business demands*

**OBJECTIVE**

Professional goals are to improve organizations through pragmatic innovation, effective leadership, and optimized IT strategies and solutions. Seek a **Senior Management** role that fosters innovation and delivers projects that transform processes and systems into forward-looking, cost-effective solutions. Think *"out of the box"* to develop and deliver innovative, state-of-the-art solutions which slash costs and improve efficiency and productivity on-time and within budgets.

### M.Eng, MBA, PMP, ITIL
#### CCIE (T), CCVP, CCIP, CCNP, CCDP, CCNA, CWNA, MCSE

**PROFILE**

❖ **Offer 15+ yrs. innovative experience in Infrastructure/Date Storage Management and Design, Development, Implementation and Support**, leading major IT/business transformation projects from inspiration to implementation.

❖ Strategic leadership profile to transform legacy business policies, processes, and systems through effective organizational change management and improved IT solutions.

❖ **15+ yrs**. **strategic leadership** of Organizational Change, Capacity and Operation Management Programs for IT/Business Transformations.

❖ 15+ yrs. creating, designing, managing and deploying IP architecture for **availability, scalability, security and business continuity**

❖ Strong record of success delivering measurable business value from initiatives/investments.

❖ Implemented and administered the IT policies and procedures for **SOX and PCI compliance.**

❖ Able to integrate IT/business strategy, project management, change management, business analysis, performance improvement, process reengineering, solution design, and implementation within a pragmatic, client-centric approach that delivers business benefits.

❖ Specific expertise implementing and leveraging global platforms to improve organizational performance.

❖ **Excels at strategic planning with impressive track record in delivering value and leadership.**

❖ Consistently delivers cutting edge solutions, improved operations and cost reductions.

- ❖ **Proven leadership ability; supervised and mentored teams of up to 30+** including PMs, Network Analysts, Server Specialists and Helpdesk Support and managed cross-functional business/technical teams; ability to motivate teams
- ❖ Highly accountable, flexible, adaptable and results-oriented with superior delivery.

## CORE COMPETENCIES

- Risk Assessement
- 15+ yrs. Technical & Business Management
- Major strength in IT/Business Transformations
- P&L Analysis / Manageement
- 15+ yrs. Cost containment and Execution
- 15+ yrs. Strategic Organizational Change Management Programs
- Recruiting, Staffing & Performance Evaluation

- SOX audit
- 15+ yrs. Capacity planning for Data and infrastructure
- Disaster Recovery Process & Business Continuity Plan
- Strategic Technology Planning
- Corporate Governance
- Buy-in ability for stakeholders
- Operational Management
- Business Process; re-engineering & analysis; continuous improvement
- Procurement & SLAs

- Vendor Management
- Strong experience in Strategic Alliances
- Extensive experience managing, mentoring, coaching resources and cross-functional business/technical teams
- Strong.Market , Customer & Change Management
- Business cases and Cost/Benefit analysis
- Outsourcing & Purchasing
- Budgeting & Forecasting

## PROFESSIONAL EXPERIENCE

**Kii Natural Inc**, Vaughan, ON        (contract)                January 2013 – November 2014
*Food Importers – global presence covering US, Brazil, Turkey, Tanzania, India, with corporate office in Vaughan, ON.*
**Senior Business and Technical Consultant**
Led a team of 7 business managers and IT project managers to enhance business scope and IT infrastructure.
**Responsibilities:**
- ❖ Participated in the strategic planning process and ensured alignment of IT initiatives like merger of technologies, video conferencing with sales reps, VOIP for overseas offices.
- ❖ Created policy manual with demarcation of responsibilities for audit and disaster scenarios.
- ❖ Projects involved aligning work with strategic goals, market and competition analysis, adapting strategy to changing conditions and business continuity.
- ❖ Managed all IT expenditures, budgets, vendor selections and relationships.
**Environment:**
- ❖ Windows XP/2000/7 Vs. and Active directory, VMWare virtual servers, Cisco routers and switches. T1 to ELAN, Cat 5 cabling to Cat 6. Possiblity of switching PBX to Call Manager.
- ❖ 50+ users and around 500 nodes including PCs, Servers, Remote devices, etc.
**Achievements:**
- ❖ Devised an implementation plan during company's acquisition phase to restore operational and infrastructure controls.
- ❖ Improvised IT infrastructure to accommodate massive business growth.
- ❖ Created a process for updating business and technical knowledge through technical training, industry organizations, research and literature.

❖ Displayed orientation to profitability; demonstrated knowledge of market and competition.

**SMP Canada**, Richmond Hill, ON　　　　(contract)　　　January 2012 – December 2012
*Disposable Medical Equipment – start-up with one branch but expanding rapidly and serving countries in the Middle East. Attempting to penetrate North American market and exploring BRIC expansion (Brazil, Russia, India and China)*
**Senior Technical Consultant**
Led a team of 2 management and 3 technical project managers.
**Responsibilities:**
❖ Ensured that conflicting functional needs are recognized, planned and implemented the infrastructure from design to contingency in a professional and timely manner
❖ Created a brand new infrastructure from cabling to PCs to Servers to Switches to Routers to Security. LAN was dominated by IBM whereas WAN was dominated by Cisco workshop. Security was outsourced to 3$^{rd}$ party.
❖ Developed disaster recovery procedure. It involved business continuity planning protecting from real time intrusion to future downtime due to security threats or compromise.
❖ Provided project management support for corporate initiatives; developed and maintained comprehensive work plans and budgets.
❖ Managed cross-functional product and project teams and sub-teams for core brands. It was a 10-member team, responsible for multi-tasking to cover more ground in this start-up without being limited by budget constraints. PMs were also hands-on technical people and support staff was inclined to carry out operational and logistics demands.
**Environment:**
❖ 15+ users, 100+ nodes -  Windows and Active directory, IBM servers and tape libraries, Cisco routers and switches, Cat 5e cabling, local wireless, etc.
**Achievements:**
❖ Organized interdepartmental activities to ensure completion of the project within scope, on schedule and within budget constraints – responsible for starting budget of $500,000 - $600,000.
❖ Created scalability plans for the company to enable infrastructure enhancement when profit starts meeting expectations.
❖ Identified and implemented management processes in  infrastructure

**Pearson Canada**, Toronto, ON　　　　　　　　　　April 2001 – October 2011
*Publishing and Retail for primarily the educational market.  5 main locations in the GTA, and 25 remote locations for which infrastructure was supported through 3$^{rd}$ parties. H/Q in the UK.*
**Project Director**
Led a team of 30+ people from management to technical to operations.
**Responsibilities:**
❖ Led IT strategic and operational planning to achieve business goals by fostering innovation, prioritizing IT initiatives, and coordinating the evaluation, deployment, and management of current and future IT systems throughout the company.
❖ Projects involved:
  ➢ Security policies were set up adhered to Sarbanes Oxley.
  ➢ VMWare, Disaster Recovery, SAN, Formalize Systems Management.
  ➢ Telecommunication Audit, Disk Space on Servers
  ➢ Network Segmentation, WAN Amalgamation
  ➢ WAN Audit, Router & Switch IOS Backup
  ➢ ELAN (Mega route), Virtual Private Network

- ➢ Voice Over IP and Layer 3 switching
- ❖ Established IT departmental goals, objectives, and operating procedures.
- ❖ Responsible for managing a budget of max $2 Million that involved purchasing, deploying, outsourcing and training of support staff and interfacing with end users.
- ❖ Participated in strategic and operational governance processes for the company as a member of the senior management team.
- ❖ Established the business vision and maintained the rigor to accomplish business objectives successfully.

**Environment:**
- ❖ 1200+ users within GTA  - Windows, Active Directory, Exchange, VMware, Oracle, SAP, ERP, Vista data warehousing, IBM servers and tape libraries, Apple servers, Dell SAN, blades, Room UPS. Cisco routers and switches, Meridian mail and Nortel PBX, Cisco VOIP and Wireless. DS3, ELAN, ISDN and Cat 6.

**Achievements:**
- ❖ Planned, coordinated, directed, and designed all operational activities of the IT department, as well as provided direction and support for IT solutions that enhanced mission-critical business operations
- ❖ Developed and managed application portfolios for each department and to attain all IT service level agreements for the user community within the company.
- ❖ Established lines of control for current and proposed information systems.
- ❖ Created IT system operation processes that adhere to applicable laws and regulations.

## Bank of Nova Scotia, Toronto, ON          (contract)          August 2000 – March 2001
**Project Manager**
Led and managed a team of 8 WAN specialists.
**Responsibilities:**
- ❖ Responsible for 2 major projects : IP based Infrastructure Upgrade & Route Summarization, Network Migration. Max. budgetary responsibility was $250,000 per Caribbean Island with the exception of Jamaica where the Data Centre was located.
- ❖ Part of topology design, deploying, implementing and managing scalability of infrastructure.
- ❖ Designed and managed 114 site WAN infrastructure utilizing Frame Relay, T1, ISDN, OSPF and BGP.
- ❖ Supported and administered a Windows NT 4.0-based enterprise network of approximately 300 servers.

**Environment:**
- ❖ 2000+ users - Cisco and Nortel routers and switches, IBM and HP servers, Windows, IBM-AIX, PIX, Checkpoint, VPN, ISDN, Frame Relay, Dial-ups.

**Achievements:**
- ❖ Designed and architectured a networking infrastructure for BNS international site.
- ❖ Implemented a hierarchical IP addressing structure for the WAN and LAN for International networks.
- ❖ Consolidated 6 remote data centers to the national infrastructure utilizing F-Relay, ISDN, T1.
- ❖ Created DBR (Disaster Backup Recovery) plan.

## Canadian Imperial Bank of Commerce, Toronto, ON (contract)      Jun00 – Aug 00
**Project Leader and Systems Integrator**
Led a team of 2 systems integrator and 1 analyst.
**Responsibilities:**

- ❖ Major project involved redeployment of Windows operating systems as per Bank's proprietary requirements..
- ❖ Developed and deployed production support Systems Products and Applications for NT architecture & solutions.
- ❖ Coordinated between different applications with the operating system by utilizing Windows registry settings.

**Environment:**
- ❖ Windows NT and Solaris, IBM servers and workstations.

**Achievements:**
- ❖ Created and ran scripts and batch files. Performed deployment of products, applications and methodologies i.e. Performance, Capacity, Application and Operations Support.
- ❖ Built several NT servers, which were deployed at CIBC's remote locations.

## Independent Order of Foresters, Toronto    (contract)    Nov. 99 – May 2000
*Fraternal Benefit Society (Insurance Company)*
**Lead Network Analyst**
Led and managed a team of 2 network systems integrator and 1 analyst.
**Responsibilities:**
- ❖ Major project involved VPN Deployment, Systems Scanning
- ❖ Designed, developed and led the implementation of VPN project to link 300 remote clients utilizing Intel's SHIVA client tunnel via UUNET as an ISP.
- ❖ Administered LAN as a third level support for 700 users.
- ❖ Managed WAN and VPN environment in IGP and OSPF.

**Environment:**
- ❖ 700+ users - Windows servers and workstations, VPN, SSL, Tunneling.

**Achievements:**
- ❖ Deployed 800 laptops to different clients.
- ❖ Supported Checkpoint Firewall. Supported Solaris 8 environment.

## Bank of Nova Scotia, Toronto, ON    (contract)    July 99 – Nov. 99
**Lead Network Analyst**
Led a team of 15 analysts who supported national branches.
**Responsibilities:**
- ❖ Major project involved National branch infrastructure remodeling
- ❖ Resolved hardware and software problems to over 1600 branches of Scotia Bank.
- ❖ Communicated with vendors like IBM, Nortel and local cable companies. Utilized Mainframe applications like TSO, Profs and bank related vendors' specific software.

**Environment:**
- ❖ 15000+ users - Cisco and Nortel routers and switches, IBM and HP servers, Windows, IBM-AIX, PIX, Checkpoint, VPN, ISDN, Frame Relay, Dial-ups.

**Achievements:**
- ❖ Administered LAN environment for the national branches - over 1600 branches covering over 16,000 nodes including ATMs.
- ❖ Managed network support remotely as well as locally to the head office and the branches.
- ❖ Provided proactive technical solutions for the network.

## Pathway Communications, Toronto, ON    (contract)    December 98 – May 99
*Internet and Network Service Provider*

**Network Analyst**

Led a team 5 network analyst and 3 helpdesk support staff.

**Responsibilities:**

- ❖ 2 Major projects involved Network deployment to remote clients and Remote monitoring and proactive assessment of clients
- ❖ Architected and configured and troubleshoot LAN and WAN for the clients.
- ❖ Designed, developed and implemented several projects to modernize the LAN/WAN infrastructure.

**Environment:**

- ❖ 10 clients offices – provided support for LAN, WAN and Internet, Cisco routers, switches, Unix, DNS, WINS, VPN, Windows NT servers and workstations.

**Achievements:**

- ❖ Managed and supported Windows NT, Novell, Unix (Solaris based), and TCP/IP based systems management DNS, Mail, FTP, HTTP, and Internet Security.

# Academy of Learning, Toronto          (contract)          May 97 – December 98

*Computer Training College with 7 branches (6 in GTA and 1 in London, ON)*

**Network Administrator**

Led a team of 10 helpdesk analysts.

**Responsibilities:**

- ❖ Projects involved LAN Infrastructure, Policies and Procedures.
- ❖ Deployed network connectivity among the branches.
- ❖ Trained and taught facilitators and network administrators on mainly Microsoft products and network technologies.
- ❖ Administered 3rd level support to the network department.

**Environment:**

- ❖ 200+ users - Windows NT servers and workstations.

**Achievements:**

- ❖ Architectured, designed and Managed 7 different sites that contains over 400 users.
- ❖ Became rolling manager where I administered and managed the demands of business.

## PROFESSIONAL EXPERIENCE  – OTHER

# Utopia Real Estate Inc., Markham          As of June 2003 (occasionally)

**Broker of Record**   *(concurrently on a sporadic basis to finance basic and continued education)*

Running a personal real estate business specializing in residential, commercial, purchasing, selling, leasing and property management.

| EDUCATION | **Masters of Computer Engineering (MEng)** |
|---|---|
| | Ryerson University, Toronto, 2005 |
| | |
| | **Masters of Business Administration (MBA)** |
| | Wilfrid Laurier University, Toronto, 2010 |
| | |
| | **Project Management Professional (PMP®)** |
| | Toronto, 2010 |
| | |
| | **Information Technology Infrastructure Library (ITIL)** |
| | Toronto, 2008 |

**Real Estate Council of Ontario (Broker)**
Toronto, 2003

**CERTIFICATIONS /**    **CCVP, CCIP, CCDP, CCNP, CCNA, CWNA, MCSE**
**DESIGNATIONS**    **ITIL Expert (in progress)**
    **Future:  Lean Six Sigma, SAP, POS**.

    **Holder of Level 2 Secret Security Clearance (Federal Gov.)**
    Valid to 2022

**REFERENCE**S    Available upon request.