## **HISHAM ZAHRAN**

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**PROFESSIONAL SUMMARY**

* IT Program Management professional with over 20 years of diverse experience in Financial Services, Bio/Pharmaceutical, Energy/Utility and Management Consulting industries
* Process-minded Six Sigma Green Belt with extensive experience re-engineering & automating processes with a view towards RPA and Cognitive Automation
* Project & Program Management (PMO, entire project life cycle, project planning, governance, process development, staffing, resource allocation, budgeting, scheduling, service and risk management). Experienced in leading global-scale projects
* Dynamic, hands-on, seasoned professional (PMP, Agile, Waterfall & ITIL) with a proven track record for delivering impactful results for my business sponsors
* Extensive experience developing strategic relationships and buy-in throughout business lines & IT
* Trusted advisor for the business, implementing business-results leveraging technology solutions
* Leadership and mentoring skills, relationship building (people and interpersonal skills)

**EDUCATION & PROFESSIONAL CERTIFICATIONS:**

* PMP, Agile, Certified Scrum Master, ITIL V3, Six Sigma Green Belt
* BSc, Marketing/Economics – Kean University
* MBA, American University in Cairo

**CAREER HISTORY**

**NATIONAL GRID**

***Program Manager (August 2013 – July 2018)***

* Program Manager for $365mm technology infrastructure refresh. Developed the business case, secured funding, built PMO process and governance in order to deliver 50+ projects per year
* Developed a cohesive plan across Application Rationalization, Infrastructure Refreshes, New Technology proofs of concept, hiring of 200+ IT resources, process re-engineering
* Developed objectives, KPIs, dashboards and reporting tools for measuring delivery and results
* Monitored the progress of IT delivery initiatives, developed enhanced processes and governance tools to better enable a consistent approach & reporting across all IT.

**MORGAN STANLEY**

***Operations Strategy & Process Consultant (April 2012 – July 2013)***

* Charged with mitigating risks and inefficiencies by examining and revamping their process and strategies for standing up and delivering a variety of projects which support the organization and can better deliver more meaningful data to their TDABC metrics dashboards.
* Identified gaps & opportunities within the overall Global Operations Metrics Group’s Project Budgeting, Initiation and Management process. Documented current processes to identify process and strategy improvements to the entire Project Management and Reporting process.
* Improved the Operations Dept. strategy, processes and reporting metrics by deploying the HP PPM Enterprise Project Status & Reporting tool, HP Time Management and DeliveryTracker Program/Project Management tools. Implementing this strategy & toolset helped to better align reporting metrics, and introduced governance

**MEDIMMUNE**

***Program Manager & Relationship Manager – Consultant (February 2011 – March 2012)***

* Partnered with the business to understand and support their needs & strategies and to tie relevant technologies back to those strategies. Supported business portfolios include: Finance, HR, Corporate Affairs, Legal and Corporate Compliance.
* Translated business strategy into IT demand, providing Project/Program oversight to ensure business objectives are being met. Developed project delivery dashboards/KPIs for my portfolio
* Drove customer value propositions by shaping business strategies and developing business cases to finance IT solutions that will enable the overall objectives in strategic product areas

**PFIZER INC**

***Senior Service Delivery Manager (November 2006 – August 2010)***

* Project managed the shift in application support structure to an offshore vendor - outsourced model across Pfizer’s entire U.S. technology application portfolio.
* Identified & scoped new project opportunities, negotiated vendor contracts, identified & implemented 10% annual cost savings opportunities, budget management, productivity analysis, forecasting & strategic planning
* Developed vendor strategies for execution of onshore/offshore support model across application portfolios. Defined vendor SLAs and accountability mechanisms
* 100% adoption of virtual support teams while increasing client satisfaction by 30%. Maximized vendor ROI around the US application support model
* Developed greater alignment with PMO to ensure quality & procedural consistency on a global scale across Pfizer. Recruited vendors and implemented stricter standards by which they will abide.
* Cultivated partnerships with key business leaders to consult on strategies for standardizing support across all application portfolios to reduce support costs
* Defined reporting metrics and communications standards to enhance support and vendor management. Developed SLAs (Service Level Agreements) and oversaw support services delivery to ensure excellent service

**JOHNSON & JOHNSON PHARMACEUTICAL R&D**

***Senior Project Manager (September 2001 – August 2006)***

* Managed global project teams through the development of content strategies and content management initiatives.
* Aligned global drug safety intelligence through elimination of paper-based information collection. Re-designed a new streamlined and highly automated Adverse Event Reporting System for the Drug Safety and Surveillance Group allowing 24-hour information accessibility. Increased FDA and SOP compliance, and reduced FDA audit speeds by 40%. System processed 30% more safety alerts with same global staffing levels.
* Designed and deployed a Documentum based document management system as a contract document repository, which was integrated with a web-based database system to manage business contracts. This system added previously non-existent security and automation while reducing contract processing time by 50%.
* Developed process re-engineering strategies, managed project budgets, training programs, schedules and vendors while managing client/stakeholder relationships.
* Implemented data archival and retention strategies as well as archival policies. Led global project teams in the US and Europe through the SOP creation, process definition, logistical implementation and the development of service level agreements.

**MERRILL LYNCH**

**Assistant VP, Product Manager (e-Business Solutions Group) (November 1996 – August 2001)**

* Managed sales force product strategies through information technology automation. Developed an SFA (Sales Force Automation and Lead Generation System) which introduced data mining technology with a view to improve our sales representatives’ “hit rates” for closing deals.
* The new SFA increased average account opening size from $250k to $885k by generating more profitable leads; Enhanced the sales reps’ efficiency by increasing the number of successful account openings per lead by 270%; Introduced automation thereby reducing the average account opening process from 41 days down to 12 days
* Developed a Documentum-based Document Management and Workflow system which I designed to reduce client wait-times by 65%, introduced a barcoding system to reduce human errors by 99%, and introduced workflow automation to speed up processing times.

**MANAGEMENT CONSULTING (1996 – EARLIER)**

* Partnered with senior staff at USAID and the World Bank to develop action plans and implementation strategies for projects sponsored by international donor agencies. Mobilized and managed multiple project teams to design and implement systems to audit and report on $120 million in USAID procured equipment and commodities.