

# MEER AHMED



## CONTACT

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## EDUCATION

01/2009

### **MS - MITES**

SUNY Buffalo  
Buffalo, New York, USA

01/2009

### **MSc - IT enabled services & Infrastructure management**

Amrita Business School  
Bengaluru

01/1990

### **B-Tech - Electronics and Communication Engineering**

JNTU college of Engineering

05/1986

### **Diploma - Electronics and Communication Engineering**

Govt Polytechnic Hyderabad  
Hyderabad

## SUMMARY

Analytical leader with 22+ years of Enterprise IT operations and Infrastructure/Application experience. Held senior management roles in Industrial sector accounts, overseeing budgets exceeding \$50 million. Supported business operations, program management, and business development solutions aligned with client's needs. Facilitated multi-vendor engagement and implemented lean practices for steady-state operations. Proficient in IBM Design Thinking workshops to gain valuable insights. Advocated for comprehensive business relationship reinvention, ensuring alignment with client's strategic imperatives. Effectively cascaded client's priorities and results to partner suppliers, vendors, architects, program leads, and delivery/operations teams. Enabled clients to adapt to latest technologies, drive digital transformation, and develop self-service modules. Introduced automation opportunities, promoted Business-IT alignment, delivery excellence, and feedback systems. Involved in client's business initiatives and managed projects. Implemented effective cadence/governance framework for client satisfaction, cost/revenue management, and contract/SLA adherence. Methodical director with several years of comprehensive experience overseeing daily operations of company or organization. Hardworking and versatile professional well-versed in executing business strategies, preparing and implementing business plans and overseeing financial performance. Thorough knowledge of market changes and trends paired with strong grasp of corporate finance and performance measures. Driven Director with experience planning and coordinating all aspects of productions. Proficient in selecting scripts, coordinating writing and supporting directing and editing. Multifaceted leader with talent orchestrating coordination of all records, plans and personnel to accomplish fast-paced work.

## CERTIFICATIONS

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- Microsoft Certified Systems Engineer (MCSE) 2000 and 2003 stream
- Cisco Certified Network Associate (CCNA)
- Design Thinking Practitioner and Watson Discovery
- Compaq/HP Accredited Systems Engineer (ASE)
- Compaq/HP Master ASE in Messaging and Collaboration
- Agile Explorer and Cognitive Practitioner
- ITSM Foundation Training and certification (ITIL) V2 & V3
- BSI ISO 20K Lead Auditor Certificate
- IBM Project Manager

## SKILLS

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- Executive Leadership
- Enterprise IT Operations Management
- Design Thinking
- Strategic Business Development
- Agile Transformation Leader
- Compliance and Security Management
- Mentoring Teams and Inclusive Leadership
- Service Level Management
- Delivery Excellence
- Performance/Process Management
- Digital Business Transformation
- Blockchain Consulting
- AI and ChatGpt Automation Player
- Project Coordination
- Contract Negotiation
- Business Development
- Contract Management
- Business Administration
- Operations Management
- Organizational Development
- Financial Management
- Crisis Management
- Information Technology Management
- Program Management
- Innovation management

## EXPERIENCE

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### **Director - Operations Strategy ISRAA INVENTIONS PVT LTD**

*08/2018 - Current*

- Seasoned leader with a strong track record in operations strategy and management, leveraging tools such as Six Sigma and Lean methodologies to drive operational excellence and achieve an overall 17% reduction since 2020 in operational expenses
- Extensive experience developing and executing strategies to drive operational efficiency and effectiveness, utilizing tools such as process mapping, value stream analysis, and performance dashboards to achieve a 8.5% increase in productivity and a 10% improvement in customer satisfaction scores
- Skilled in aligning operations with overall business objectives to maximise performance and profitability, utilizing tools such as balanced

scorecards, key performance indicators (KPIs), and business process management (BPM) software to drive a 15% increase in revenue and strategic resource allocation

- Demonstrated success in implementing cost-saving measures and improving resource allocation, utilising financial analysis tools, such as cost-benefit analysis and activity-based costing, resulting in a 20% improvement in profit margins and a 10% increase in return on investment
- Strong analytical and problem-solving skills to identify operational bottlenecks, employing tools such as root cause analysis, Pareto charts, and statistical process control (SPC) to reduce order fulfilment errors by 40% and improve on-time delivery by 18%
- Excellent communication and interpersonal skills to effectively engage stakeholders at all levels, utilising tools such as presentation software, stakeholder analysis techniques, and feedback mechanisms to successfully implement change management initiatives and achieve a 18% increase in stakeholder satisfaction since last 2 years
- Proactive and results-oriented mindset with a focus on driving continuous improvement, utilising tools such as continuous improvement frameworks, project management methodologies, and quality management systems to lead a continuous improvement program that generated \$1 million in cost savings within the first 2 years

**Global - Delivery Project Executive for Midrange Infrastructure  
IBM India Ltd.**

10/2015 - 01/2018

- Accountable for the comprehensive management of Client's Midrange Operations, overseeing Servers, Storages, Backup & Restoration, Middleware, and Database management, as well as Datacentre management
- Aligned the Midrange infrastructure footprint with AMS leads, leveraging capacity forecasting tools such as VMware vRealize Operations and

implementing optimization plans that resulted in a 15% reduction in infrastructure costs

- Introduced Agile processes for efficient on-boarding/off-boarding of DC assets, optimized DC floor space, facilitated the release of EOS/EOL assets, executed successful virtualization migrations, and implemented SAN storage allocation with easy-tiering, resulting in enhanced operational efficiency and cost savings
- Designed and implemented a robust resource management plan in collaboration with solution architects, PEs, and PMs, ensuring delivery risks were mitigated and capital expenses were accurately forecasted
- Collaborated with financial advisors (FAs) to review monthly financial outlooks, enabling informed decision-making, prioritization of purchases, and disposal of assets to maintain a healthy profit margin
- Implemented a structured approach to produce accurate billing reports, leveraging analytics tools such as IBM Cognos and conducting thorough analyses to identify discrepancies and optimize billing processes
- Established regular cadences with the client to address pain points, review the health of the Midrange infrastructure, and solicit valuable insights from delivery teams, resulting in improved client satisfaction and alignment of services with business needs
- Assisted project managers in IBM procurement processes, license optimization, renewal programs, and supported software vendor audits, ensuring compliance and cost-effective utilization of resources
- Contributed expertise to Design Thinking workshops, both for clients and within IBM, driving innovation, fostering creative problem-solving, and ensuring alignment with strategic goals
- Led a successful project focused on implementing a loyalty program on a Blockchain platform, leveraging the power of distributed ledger

technology to enhance customer engagement, loyalty, and operational efficiency

- Client - Air Canada, CA

**Global - Delivery Project Executive (Application and Tools Management)**  
**IBM India Ltd.**

05/2010 - 10/2015

- Successfully collaborated with the world's largest Iron-ore, metallurgical, and energy coal producer, valued at \$147.1 billion (USD) in EBIT, making strategic decisions on Application & Infrastructure to drive business growth
- Led a high-performing service delivery team across 4 states in India and 4 APAC countries, ensuring seamless alignment with business strategies and consistently exceeding end-user satisfaction
- Accountable for Application services, including Messaging & Collaboration, eRooms, Documentum, Source1, and OCS, supporting a substantial user base of 80K mailboxes, 6K eRooms, 500TB of data, and managing 4.5 million emails from 80K user mailboxes and 300 SQL & Oracle DBs
- Leveraged advanced tools such as Microsoft Exchange, SharePoint, and Oracle Database to optimize performance and maintain data integrity
- Implemented robust resource planning and hiring strategies, resulting in a highly skilled and efficient team capable of delivering exceptional support for legacy services
- Established and maintained baseline metrics for ARC/RRC, using tools such as ServiceNow, to ensure accurate billing, streamlined change management, and efficient resource allocation
- Developed a comprehensive cost management plan, leveraging financial analysis tools such as SAP and Excel, to optimize revenue sources and manage costs effectively, resulting in a healthy gross profit margin (GP%)
- Mentored and guided a team of Service Delivery Managers (SDMs), providing them with the necessary tools such as ServiceNow and Jira to monitor SLA compliance, track service

- performance, and drive continuous improvement
- Implemented a proactive governance framework, utilizing tools like Microsoft Teams and SharePoint, for regular meetings with the delivery and account teams, ensuring effective risk management, timely closure of post-incident reviews (PIRs), and adherence to SLAs and compliance requirements
  - Played a pivotal role in negotiating a significant \$28 million (USD) contract extension, utilizing tools such as Salesforce and IBM contract management systems, to retain all legacy services and associated infrastructure
  - Conducted thorough evaluations of products and services from third-party suppliers, leveraging tools like Gartner Magic Quadrant and vendor management platforms, to ensure SLA compliance and align with client expectations
  - Client - BHP Billiton and NA industrial Sector accounts

**Service Lead - Process Management  
Hewlett Packard India Ltd.**

03/2005 - 05/2010

- Successfully managed and resolved high-priority escalations under MIM (Major Incident Management) Module, leveraging tools such as incident management systems and communication platforms to minimize service disruptions and maintain high customer satisfaction
- Implemented proactive measures and best practices, resulting in a significant reduction in unplanned outages and SLA breaches, as measured by service performance metrics and customer feedback
- Led Business Continuity Planning events while political and environmental disturbances, utilizing tools like risk assessment software and disaster recovery solutions to ensure seamless operations during critical events and minimize potential downtime
- Organized and facilitated Employee Engagement programs, utilizing tools such as surveys and feedback platforms to gather employee input,

resulting in improved work-life balance, career development opportunities, and overall employee satisfaction

- Fostered cross-tower and cross-technology collaboration, utilizing collaboration tools and project management platforms to streamline communication and facilitate smooth coordination between teams
- Demonstrated strong ownership and effective management of major incidents, utilizing incident tracking and communication tools to drive prompt resolution, minimize impact, and maintain client satisfaction
- Client - Pfizer & HP Internal

#### **Systems Engineer/Project Management Unicom**

05/1999 - 12/2004

- Successfully designed and implemented robust network and system infrastructure setups at client sites, ensuring efficient and secure operations
- Led Windows server installations in Active Directory (AD) environments, implementing appropriate security configurations to safeguard critical systems and data
- Orchestrated the installation, upgrades, and maintenance of MS Exchange servers, optimizing email communication and collaboration for clients
- Provided expert consultation to clients, offering insights and recommendations on optimizing their business operations and reducing service costs through tailored technical solutions
- Collaborated closely with clients to identify growth opportunities and develop technical strategies to support their business expansion, resulting in improved scalability and cost efficiency