



Umer Shahbaz

IT Service Delivery Manager

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Progressive, solution oriented IT professional with around 13 years' experience. Experienced in Security, OSS/BSS, Infrastructure Virtualization solutions, Expertise in end to end IT Service delivery in various domains. Proven as an individual contributor and technical manager

WORK EXPERIENCE

IT Service Delivery Manager

Vaporvm/Dell

11/2020 - Present

Achievements/Tasks

- Responsible for the overall delivery of IT Cloud Managed services at Ministry of Tourism.
- Responsible for the Planning, Implementation and Delivery of infrastructure related projects.
- Responsible to ensure IT service requirements, including targets and thresholds, are appropriate in support of agreed customer Service Level Agreements.
- Working on Identifying and implementing Key Performance Indicators (KPIs), conduct root cause analysis, applying problem-solving techniques and actions to remediate incidents and problems.
- Managing resource allocations to ensure efficiency and personal/professional development.
- IT Cloud MS scope include - (i) Data Centre (Dell Infrastructure, Nutanix HCI, Isilon Storage, Veeam Backup, Dell CRS) (ii) Microsoft Infrastructure (AD, Exchange, SCCM, WSUS, Trend micro, ATP/Defender) (iii) IT Security & Network (ESA, Firewalls, IDS/IPS, VPN, Web App Firewalls, VA/PT)

FLM Operations Manager(BSS/Infrastructure)

IBM

02/2020 - 11/2020

Riyadh, Saudi Arabia

Achievements/Tasks

- Led shift operations team to support Managed Services operations in scope.
- These services include different IT Services of IBM that include BSS middleware(MQ,MBR,WAS) and Infrastructure systems(Vmware, Mainframe, IIS, F5 etc)
- Part of IBM's transformation to swap legacy applications and infrastructure to IBM's Message Queues/Brokers and Mainframe Systems.

SKILLS

Infrastructure Virtualization Cybersecurity
Service Delivery BSS Middleware OSS
MQ/MBR Managed Services
Project Management Solution Architecture
Nutanix Splunk HP Openview Linux
Integration MS AD/Exchange/SSO Azure

CERTIFICATIONS

Nutanix Certified Professional- Multicloud Infrastructure (10/2022 - Present)

Certified Ethical Hacker (05/2021 - 05/2024)

Comptia CySA + (08/2020 - 08/2023)

PRINCE2 Foundation (02/2016 - Present)

Nutanix Certified Associate (08/2021 - Present)

ITILv3 Foundation (05/2013 - Present)

HONOR AWARDS

Employee of the Quarter (03/2017 - 05/2017)
Telenor Pakistan

EDUCATION

Bachelors in ICT Engineering

FAST-NU Islamabad

08/2003 - 12/2007

Management Development Program

NUST School of Business

06/2014 - 06/2014

INTERESTS

Cricket Travelling Cycling

WORK EXPERIENCE

Manager NOC Enfrashare

04/2019 - 01/2020

Achievements/Tasks

- Led a team to setup Green field Network Operations in Enfrashare that will provide services to different service Providers. .
- Worked on the frame work establishment of Incident, Problem, and Change Management of the in-scope services.
- Ensure compliance of Escalation Management, Fault Management, Reporting to Customers.

Delivery Lead OSS & Enterprise Solutions Telenor Pakistan

01/2014 - 03/2019

Achievements/Tasks

- Worked as Lead Project Manager responsible for the scoping, planning, Implementation, delivery, financial mgmt. of projects/CRs of Enterprise & OSS Domain.
- Designed the processes and tools best suited to each project in Enterprise OSS/BSS domain, and aligning project management methodology between agile and waterfall approaches depending on project dynamics.
- Responsible for Planning and implementation of OSS/BSS Applications including Resource (Fault Management, Performance Management, Inventory Management, Trouble Ticketing Management, Service Order Management, Provisioning Management).

IT Automation Specialist Telenor Pakistan

08/2010 - 12/2013

Tasks

- Responsible for the automation of business processes, integration of new technologies from multiple vendors, and significantly improve quality and availability of service while reducing operating expenses.
- Responsible for the administration IT OSS automation tools included HP TeMIP, HP Operations Manager, Service Desk & HP Arcsight.
- Responsible developing use cases, rules and connectors/Forwarders for SIEM solution according to the requirements of the internal stakeholders.

Transmission NOC Executive Telenor Pakistan

07/2008 - 07/2010

Tasks

- Responsible for the First Level of Maintenance support for Transport network.
- Responsible for the escalation and notifications for the Outages and Planned changes to Solution Providers and internal stakeholders and follow-up of all service degradation issues in network.
- Transport network included IP MPLS Core, Microwave, DWDM, Metro Networks, Data Center Networks.

INTERESTS

Online Gaming

MAJOR PROJECTS

SPLUNK Deployment

- Working in the SIEM Swap project to replace Arcsight with Splunk application. Splunk Enterprise Security Suite will be deployed to cater more than 400 data sources with the capacity of 600GB/day.

Trango

- Trango was an IN/Billing Swap in Telenor Pakistan to implement Huawei recharge/top-up platforms namely EVC, CBS · Part of Trango Integration team to ensure the integration of new CBS, EVC platforms with the OSS Applications CFM, CPM

OSS Tools Transformation

- One Asia was a Telenor Group Technology Transformation program to Establish an efficient & customer centric Regional Delivery Platform, Led the OSS stream from TP to work on RFI to modernize OSS Platforms in order to achieve improved quality, efficiency and cost savings in operations & rollout,

Payroll Swap

- Led the technical team to ensure end-end implementation & rollout of Payroll Solution comprising around 4000 employees of Telenor Pakistan · Implemented cost savings of 10% by optimizing the HRMS workflows & automation of disbursement process.

Qualtrics

- Qualtrics is an analytics platform for experience management with focus on customer experience monitoring and improvement along the customer journeys · Technical lead from TP to work on the rollout & integration of Qualtrics with legacy Voice, SMS & digital channels

Middleware Swap

- Part of project swap to modernize legacy middleware platforms swap with the IBM's Message queues and brokers, and IBM Web Application Servers.