Ramin Yazhari
Delivery Manager

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PROFESSIONAL SUMMARY

Information Technology leader with over 10 years of experience leading and driving enterprise-class solutions and complex commercial applications within a highly available mission-critical environment.

- Corporate and consulting background with experience in management and support for healthcare, manufacturing, and retail industries
- Responsible for the design, development, and all aspects of support for 40+ applications within a Microsoft-centric environment.
- Building and maintaining solid relationships with the businesses we support. Collaborating with business leaders and technology stakeholders to identify scope, define resource requirements, and forecast budget. This also includes providing direction for strategic projects and initiatives for cross-functional groups and project teams.
- Responsible for Quality Assurance and internal processes that govern product stability.
- Developing roadmaps and plans for the development, enhancement, retirement, and replacement of the applications and defining future vision of technology, processes, and best practices as related to business requirements.
- Providing expertise and leadership during critical production outages, urgently driving issues to closure, identifying root cause, and preventing reoccurrences through proper monitoring and utilizing best practices.
- Motivating, developing and directing a team of 15 information technology professionals, while promoting and reflecting core values throughout the organization.
- Managing all aspects of the organization's relationship with the outsource vendor of choice, leveraging the full potential of the relationship to deliver solid solutions at reasonable cost.
- Continually improving internal processes and ensuring best practice development techniques; resulting in enhanced quality control, application stability, and customer satisfaction.
- Diverse technical expertise in designing infrastructural architecture and networking solutions as well as application development. Also, proficient in Microsoft Office applications, and Project Management tools (Visio, MS project)

SUMMARY OF SKILLS

Technologies:

- Microsoft Solutions: Microsoft SharePoint, Server and Operating System platforms based on Windows (2000/2003/2008/XP/NT), IIS and Web Services, NLB, Clustering, Active Directory, .NET solution implementations, Exchange Server, File Server Services, FTP, Office Application Suite (Excel, Word, PowerPoint, Outlook), Visual Basic, VBScript
- Network and Infrastructure Solutions: Network Security, SSL, DNS, TCP/IP, DMZ, Load Balancing, Firewalls, NAT, SPI, Proxy, Routers, Repeaters, Switches, Wireless technologies, WAN, LAN, Network Storage solutions (SAN, NAS), Web and Client/Servers, Google Mini Search Appliances
- Database Systems: SQL Server and Query Analyzer, SQL Management Studio
- System Design & Project Management: MS Visio, MS Project

Industrial experiences and qualifications:

- Manager, Application Development and Support
- Infrastructure Solutions Architect
- Infrastructure Management Engineer
- Network Engineer
- Manager, Technical Support and Professional Solutions

PROFESSIONAL EXPERIENCE

Optimum Consultancy   **Feb. 2016 – Present**
Delivery Manager
Overseeing and managing projects, resources, and successful delivery of multiple system implementation projects as well as managing clients' relationship, project stakeholders, and millstones/deliverables to clients.

Cardinal Health Inc.   **Aug 2008– Feb. 2016**
Manager, Application Development and Infrastructure Support
- Responsible for planning, directing, and managing all aspects of the organizational needs including design, development, deployment and production support of 49 custom applications. Providing management leadership and technical expertise to a team of 15 professionals in producing and delivering solid solutions sold commercially to a wide range of hospitals, in a mission critical configuration.
- Articulating the technology vision and strategies to the business leaders and stakeholders, while bringing current knowledge and future vision of technology, processes, and best practices as related to business requirements.
- Leading negotiations and contract discussions with existing and new outsource vendors.
- Thoroughly examining risks and benefits associated with solutions and forecasting new and emerging technologies to determine suitability for current and future business needs.
- Taking ownership of and refining Quality Control processes (including change control) for solid results. Working with the business every step of to ensure they have had the opportunity to view or test the applications before their formal release. Bringing IT and Business together on regular basis to discuss changes. Ensuring a solid requirements document is produced from which all expectations are set.
- Developing roadmaps for the development, enhancement, retirement, and replacement of software applications while assuring adherence to the standard policies and procedures for application development.
- Establishing service level agreements with business units and developing/ maintain key metrics and performance indicators to measure service levels.
- Monitoring performance of data systems, developing plans and implementing improvements for necessary updates, replacements and expansion based on business needs. Providing network performance statistics and reports to senior management and business owners.
- Acquiring and building of solid functional teams in support of organizational goals. Managing project resources and activities, budget and schedule, project risks, timely resolutions of critical issues, enforcing and approving production changes through standard change control processes. Monitoring capacity and performance, while requesting effective monitoring to help identify and resolve impending failures.
- Establishing and maintaining solid relationships with multiple Business leaders, stakeholders, and third party vendors through regular governance meetings with all department heads, VPs, and President of Pharmacy Solutions to ensure deliverables are prioritized as required, and to provide progress report on requested enhancements or existing applications.

Infrastructure Management Engineer

Infrastructure Engineer and technical lead for the design and implementation of multiple concurrent projects for the Pharmacy Solutions organization and dependant businesses. Responsible for:
- Designing and implementing infrastructure solutions within a Microsoft-centric environment while providing guidance to the business and project teams with respect to feasibility, complexity, security, and level of effort required for delivering any custom solution.
- Creating capacity reports that assess the overall health of critical systems and planning for technology refresh.
- Injecting monitoring for critical Production-level systems to expedite problem resolution.
- Offering subject matter expertise during design phase, and critical application outages.
- Scheduling and managing work that needs to be completed by other internal and external IT organizations and Service Providers, ensuring that we remain on time and within budget.

- Managing the deployment process for Stage and Production environments for 50+ commercial and internal applications with a 100% success rate.

Technisource, INC. HOUSTON, Texas   Oct 2007 – Aug 2008
Business Analyst and Infrastructure SME (Contract)

Client: On contract to Cardinal Health Inc.
Responsibilities & Accomplishments:
- Identified and remediated architectural flaws that led to frequent outages.
- Acted as a liaison between the business and all other IT organizations.
- Managed all infrastructure and system changes, and projects to bring structure, stability, and recognition to the operation of critical applications.
- Reported on the health of the application and the systems they run on during scheduled health review sessions.
- Scheduled automated patching and rebooting of critical components, which accommodated 100% availability during scheduled maintenance, and created operational scorecards based on application availability.

SENTINEL ADVISORY GROUP, HOUSTON TEXAS   2007
Network Engineer (Contract)

Responsibilities & Accomplishments:
Converted existing POP3 mail accounts to Microsoft Exchange and setup a webmail interface for remote users. Resolved operating system problems which impacted licensing on the Terminal Server. Addressed security concerns and enhanced overall network reliability.

HEWLETT PACKARD, HOUSTON, TX   Jan 1991 – Dec 2006
Manager, Advanced Technical Services

Leading 18 professionals in delivering of advanced tier-three technical services to commercial customers throughout the North America region. Responsible for:
- Identifying, classifying, and addressing product issues for the north America region.
- Creating and adopting policies in support of business goals for financial targets and overall customer experience.
- Managing co-operative global projects impacting similar organizations within other geographies, while meeting or exceeding corporate expectations and standards.
- Managing a financial budget greater than $2 million to maintain Competency Center operations.
- Maintaining close relationships with principal partners such as Microsoft to ensure issues are addressed quickly.
- Hiring and leading exempt and contract employees as necessary to staff all projects.
- Successfully integrating employees from multiple pre-merger companies, while maintaining outstanding employee attrition, and customer satisfaction ratings.
- Working with other team leaders within the company to make changes to processes or products to enhance overall customer experience.
- Developed technical and sales training, integrating products from Microsoft and other hardware/software partners. This training targeted channel partners and major accounts. Developed certification programs to allow major accounts and partners to become self sufficient and to distinguish HP from other competitors.
- Managing reactive recovery efforts for Class Issues for the Americas region customer base, improving customer loyalty.
- Managing two major problem duplication labs in both Texas and Colorado.

EDUCATION
- Bachelor of Science, Computer Science
  Worcester State University — Worcester Massachusetts