

Suleman Manji

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Professional Summary

Results-driven IT Architect and Manager with over 10 years of experience specializing in Windows systems architecture, cloud services integration, and enterprise-level IT operations. Proven track record in leading complex technical projects, optimizing system security postures, and driving operational efficiencies within ITIL frameworks. Adept at leveraging cutting-edge technologies to solve intricate problems, improve operations, and align IT strategies with business objectives.

Key Qualifications

- 10+ years of experience in systems architecture and management, with a focus on Windows environments
- 7+ years working in ITIL environments, implementing and managing formal Change Management processes
- Extensive experience with Systems Development Lifecycle (SDLC) processes, including producing detailed requirement documentation and evidence
- Advanced proficiency in PowerShell scripting for automation, system management, and process optimization
- Bachelor's degree in Management Information Systems from the University of Houston
- Strong background in cloud services (Azure, AWS, Oracle Cloud) and their integration with on-premises systems

Core Competencies

Technical Expertise

- Windows Systems Architecture and Administration
- Cloud Platforms: Azure, AWS, Oracle Cloud
- Scripting: PowerShell, Shell Scripting
- Databases: Microsoft SQL Server
- Networking: TCP/IP, DNS, DHCP
- Virtualization: VMWare

- Development: .NET C# Blazor
- Security: CyberArk Endpoint Privileges Management, CyberArk PrivilegeCloud PAM

Process Management

- ITIL Framework Implementation
- Change Management
- Systems Development Lifecycle (SDLC)
- ServiceNow Administration and Customization
- Project Management (Agile, Scrum, Kanban)

Leadership and Soft Skills

- Team Leadership and Mentoring
- Strategic Planning and Execution
- Cross-functional Collaboration
- Client Relationship Management
- Technical Documentation and Presentation

Professional Experience

Senior Systems Architect and Project Manager

Fulcrum Technology (FTSC), Houston, TX | January 2018 - Present

- Spearheaded enterprise-wide systems architecture initiatives, ensuring alignment with ITIL best practices and formal change processes across multiple client environments
- Designed and implemented a comprehensive Windows server infrastructure upgrade project, resulting in a 30% improvement in system performance and a 25% reduction in operational costs
- Led the migration from legacy systems to a hybrid cloud environment using Azure and AWS, improving scalability and reducing downtime by 40%
- Developed and maintained a robust PowerShell script library, automating routine tasks and reducing manual intervention by 60%
- Implemented advanced security measures using CyberArk solutions, enhancing privileged access management and reducing security incidents by 50%
- Mentored junior team members on SDLC best practices, improving project delivery times by 20%

Integrations Manager / Interim Azure C# .NET Engineer

StackAdvisors, LLC., Denver, CO | March 2023 - August 2023

- Managed complex integration projects between on-premises Windows systems and Azure cloud services
- Leveraged SDLC methodologies to ensure successful delivery of integration projects, meeting all client requirements and deadlines
- Implemented Azure DevOps optimizations, resulting in 50% faster deployment times and a more streamlined CI/CD process
- Utilized advanced PowerShell scripting to create a custom monitoring and alerting system, improving incident response times by 35%
- Achieved a 40% reduction in hosting costs through strategic Azure infrastructure optimization and rightsizing

IT Consultant and Systems Engineer

Various Clients, Houston, TX | June 2013 - December 2017

- Provided expert consultation on Windows systems architecture, cloud migration strategies, and IT process improvement
- Implemented ITIL-based change management processes for multiple clients, improving change success rates by 45%
- Developed comprehensive system documentation and technical specifications for various projects, enhancing knowledge transfer and system maintainability

Education

Bachelor of Business Administration in Management Information Systems

University of Houston's Bauer College of Business, Houston, TX | Graduated: May 2013

Certifications and Professional Development

- ITIL v4 Foundation Certification
- Microsoft Certified: Azure Solutions Architect Expert
- AWS Certified Solutions Architect – Associate
- Certified Information Systems Security Professional (CISSP)
- Advanced PowerShell Scripting for System Administrators (Microsoft Official Course)

- Continuous professional development in Windows systems architecture, cloud services, and cybersecurity through online platforms and industry conferences

Projects and Achievements

- Led a team of 5 in developing a custom ServiceNow module for change management, improving process efficiency by 40%
- Designed and implemented a disaster recovery solution using Azure Site Recovery, achieving a Recovery Time Objective (RTO) of 4 hours and Recovery Point Objective (RPO) of 15 minutes
- Created a comprehensive PowerShell toolkit for Windows Server management, adopted by over 100 system administrators across multiple client organizations

Location

Based in Houston, TX, available for on-site work within 50 miles of client's U.S. offices and remote collaboration