**Asim A Malik**

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**EDUCATION and CERTIFICATIONS**

Certified Scrum Master, ID# 621489, LitheSpeed, Herndon VA

BA, Political Science, Pakistan Military Academy, Pakistan

**TECHNICAL SKILLS**

* Data Center Inventory Management (DCIM)/Infrastructure Management
* Migration/Relocation for US and global data centers
* Initial configuration on Cisco Catalyst switch series,2500,2800,2900 3800,4500 6700 and 6709 series, Dell 1000e blade servers,
* Managing the entire Infrastructure, E2E Data Centre including Server, storage
* PM/Proj Manager for LTE Deployment both wave 1 and 2, RF optimization, E911 testing and launch, Integration of UMTS carrier adds, ETTCS, NSB, new construction sites and installation of oDAS/iDAS
* Installation of JuniperMX240 Routers, Dell Blade Servers e1000, VNX VM’s and PT SS7 Boxes.
* Administration and IP Support, NOC management, Incident/Change Management, KPI’s and QA metrics.
* Cisco unified communications, voice installs and upgrades, Nortel call pilot, Cisco VPN,

**APPLICATIONS:**

Microsoft Office/Project, Excel, Power point, Visio, Agile, Jira, People Soft, Hp Open-View, VNC Viewer, Spirent perform, TBS Citrix, Granite, IBM Tivoli, OMNIBUS Netcool, Net Analyst, React, Putty, Telnet, HP open view, FTP servers, HyperTerminal, Linux, Unix, Wire Shark,

**TICKETING SYSTEMS**:

BMC Remedy 4.0 and 6.0 and 8.0, Clarity PPM, Clarify 12.5, Trams, TRS, Clear Quest and Open Support

**PROFESSIONAL EXPERIENCE**

**Program Manager infrastructure deployment Jan. 2015 – April.2017**

*Syniverse Technologies Global Data Center Operations*

* Managed DCIM tool and imparted training on DCIM to other supporting staff for Global data center operations for floor space, power and HVAC to ensure capacities are proactively and efficiently managed. Edited, mapped and updated floor and hardware templates for all Global data/voice centers using DCIM tool
* Program manager for infrastructure deployment for new hardware for Syniverse global voice and data center operations, voice deployment and upgrades, new installs, layout/infrastructure changes, operating system upgrades, Virtual network installation upgrade and administrative support
* Responsible for diverse global teams for management and availability of local/offshore international staff to ensure coverage is provided/available for all centers (50 members), Provided leadership and administrative support for voice/ network and security teams and third-party vendors
* Managed global data centers operations and global teams for relocations, migrations, outage resolution, initial configuration, integrate Cisco unified voice deployment, Juniper, Dell and EMC hardware and software, managed vendor coordination and infrastructure management to complete all global migrations for existing and new global/domestic data center sites collocated with Equinix at Frankfurt, Amsterdam, London, Hong Kong, Singapore, Chicago, Dallas, Oakland, LA and Seattle.
* Managed global PM’s, technical support engineers and network/security teams for a coordinated physical installation of new hardware, voice upgrades/deployment, unified communication and coordinating all data center as a cohesive whole on same network
* Managed Service-Level Agreements with construction vendors and subcontractors before installation of new hardware as per the standard MOP and SOP, Provided weekly updates to senior directors and VP’s on progress and cost control
* PM Responsible for comprehensive solution to effectively manage the entire crisis lifecycle, from preparation and planning, through crisis response and situation recovery.
* Managed hardware installation of VNX, VM, cloud based servers, from EMC, Brocade, Dell, HP, Cisco terminal servers, catalyst switches and routers. Completed System upgrades on existing installed servers, memory upgrades and initial configuration of cisco switches and routers
* Managed the entire Infrastructure, E2E Data Centre management to including cloud Server, storage & Networking, gathered/completed requirements, project plans, coordinating/completing of orders for new circuits/fibers, order submissions and follow up
* Responsible for tracking and managing of new inventory, creating RMA’s for bad hardware and maintaining logs, arranging and getting price quotes for management review and approval

**Senior Project Manager Deployment Oct. 2013 – Jan. 2015**

*MasTec Network Solutions AT&T Mobility - Columbia Maryland*

* Responsible in leading and coordinating all project team’s resource’s and vendor management including 3 construction managers and 4 tiger teams who directly reported to me
* PM for Integration of AT&T LTE 1C and 2C sites, Carrier adds for 3C and 4C UMTS, managed and maintained the quality of the execution projects by performing in-process and final quality checks prior to delivery
* Managed all Service-Level Agreements with construction vendors and subcontractors, coordinated utility crews for completion of utility works. Maintained high quality standards for deliverables and infrastructure management for NSB and towers
* Worked with public right of ways city and county municipalities to get approval to complete project from start to finish including zoning, permitting, regulatory, etc.
* Completed and performed power point and share point presentations for the stake holders highlighting the progress and completion of assigned projects
* Coordinate QA processes and resolution including all punch-list items are completed as per AT&T requirements
* Project manager for all new WiMAX 4G sites in Baltimore Washington market from construction to commission.
* Coordinated all service effecting issues to resolve all integration issues from RRH, VSWR and RET problems
* Responsible for development and maintaining of all milestone key indicators and high KPI’s
* Planned activities and tasks associated wireless WiMAX installations and new transport and Fiber builds
* Provide weekly summary reports, budget and costs analysis to AT&T executives and project managers and clear any pending issues

**Senior Project/Program Manager (Contract) Jan. 2011 – Oct. 2013**

*Alcatel – Lucent (Remote Work) AT&T Mobility - BAWA/Philly Region*

* PM for Installation and integration of DAS systems in hospitals and stadiums both oDAS and iDAS and small cell sites using ALU micro cells both active and passive.
* Managed SLA’s between vendors and AT&T Project Managers and Project Directors
* Managed multiple projects simultaneously and coordinating project teams including 7 project managers, 28 field ops, AT&T field director from both BAWA/Philadelphia and Western PA regions
* PM, Infrastructure/construction manager for new sites built and relocation of old sites on a newer platform and new equipment to compliment these sites.
* Ensured the most economical and best construction practices are utilized and adopted
* Developed and maintained documents (project schedule, resource plan, risk log, issues logs and shared them with the customer for approval
* Updated schedules as per casper data by AT&T for current and futures project needs and report completions
* PM for complexed large-scale, customer-focused, cross-functional business projects, with success in delivering projects that meet business needs on-time and within budget.
* Completed Ether to cell site ETTCS, GSM to Ethernet project in BAWA/Philly market covering 9200 sites for AT&T mobility
* PM for Wave 1A and IB 1C LTE deployment for along with carrier adds, UMTS deployments NSB sites, RF driverless and drive optimization, E911 drive testing and launch of sites.
* PM for 2nd, 3rd and 4th carrier adds for AT&T mobility on both 1900 and 850 spectrums along with drive less RF optimization.
* Performed power point and share points presentations to project stakeholders on completed projects and deliverables showing graph progress
* Managed all Service-Level Agreements with construction vendors and subcontractors, coordinated utility crews for completion of utility works
* Maintain Tracker’s for all projects via XL sheet to indicate scheduled and completed work, reviewed and approve closeout documents and general contractor change orders
* Presentations via power points for quarterly progress and intimation of POR to broad audience to include customer and executives
* Complete and submit service completions for invoicing and revenue collection, Developed and produced new SOP’s and MOP’s as needed for better vendor management and coordination and controlling and maintaining quality standards as per client requirements
* Schedule resources, provided scheduling resolutions across multiple teams and coordinated with other managers and filed operations for all scheduled migrations
* Successfully coordinated and communicated across all levels of the PSSM program and provide timely and accurate project information as requested by the client and program directors
* Ensure connectivity between ALU SIAD, Node B and MSN before scheduling integration
* Follow up with PM peers to ensure all granite data is updated to indicate current status.

**Project Manager Business Development Apr. 2010 – Jan. 2011**

*Time Warner Cable - Reston, Virginia*

* Completed building solutions relating to IT Service Management processes to include service desk, incident, problem, change, release service request, service level management
* Provide weekly meeting and white board summaries for executive briefings.
* Organize and coordinate schedule for franchise markets into corporate structure
* Set up broad band and back haul completion schedule for fiber layout connecting with the main hub
* Directed and monitored work efforts on a daily basis, identifying and organizing the resource needs for cable modem deployments and troubleshooting resources
* Coordinated communication with all areas of the enterprise that impacted the scope, budget, risk and resources of the work effort being managed
* Coordinate outage reports and enhance escalation metrics to ensure all the KPI numbers are with in specified range as per corporate standards
* Responsible for program execution including client interface at corporate and at regions for problem solving, communications management
* Responsible for operations liaison to the program rollout in the regions
* Maintained consistency on operational improvements in the franchise regions.

**Network Implementation Manager Feb. 2010 – Apr. 2010**

*Clear Wire - Rockville, Maryland*

* PM for adding of new WiMAX 4G sites in Baltimore Washington market from construction to commission
* Resolve all issues related to aligning of microwave links for back haul configurations
* Complete daily weekly reports on all net adds and conversion of existing and new sites
* Re-home links during the maintenance window to complete transport and access rings.
* Manage and create NTM tasks and open MOPS, CQ time slots for ring closures during the maintenance window
* Complete the growth of RAS in WSM management, incorporate drive test before approving sites are ready for on air status.
* Ensure all the RF values are within the specified specs and in compliance with the FCC regulations.
* Complete daily deployment of field technicians and assign them appropriate tasks for their daily assignments
* Ensure commissioning of all sites is completed in accordance with the approved project and within the specified time line**.**
* Complete weekly reports on all microwaves back haul reports on sites that are converted over from LEC to MW.

**System Engineer Net Work Command Center**

**May2009 – Feb. 2010**

*TECORE NETWORKS - Columbia, MD*

* Delivered excellence customer service through situation analysis and timely resolve of escalating problems as a manager of NCC
* Managed and coordinated Service Integration, Testing and Turn-up for cisco unified call management within Tecore
* Worked with International LEC’s and AAV’s for service related troubles for fault isolation and resolution for IP related issues for both data and voice
* Added and performed additions to existing lub node B RNC to MSC server and core network Managed backup end support using Linux /Unix on company built MSC (Core Access Client),
* Performed MSC/MGW, E911, PSTN, SS7 trunk provisioning, trunk builds, and routing translations.
* Managed and configured ISUP/GSN and GPRS boards on customer switches to handle capacity
* Performed Linux/Unix upgrades on all international customers using TECORE switches to include, SIP troubles, ISUP issues, configuration changes and software upgrade
* Managed Installation of Metro cells for remote locations in Alaska wireless network and Island com to connect their remote islands, worked with LEC’s and AAV’s for adding services.

**Network Operations Manager Mar. 2006 – May 2009**

*SPRINT - Reston, VA*

* Award winning manager in Disaster management and recovery, mentored 32 highly motivated technicians at Sprint NOC covering all areas of Voice/VOIP/Data support covering all wireless and IT related issues.
* Completed the NOC integration project before the specified time line and under budget without compromising the KPI numbers.
* Analysis of problem metrics and trends and recommends proactive actions for service improvements. Completed after action reports after each major outage
* Added Responsibility for crisis management from the initial discovery to closing for all major outage events
* Organized and managed outage bridges for stakeholders to assist with problem resolution.
* Maintained communication, collaboration, cooperation, and coordination with all relevant support groups
* Ensures post event/crisis follow-up actions are addressed as part of the reporting process.
* Performed quality metrics to control MTTR/MTTA for voice/VOIP and data network elements to include, MSC, BTS BSC and IBSC’s and VOIP platforms
* Created/Prepared/Updated Work Orders, Trouble Tickets audits, Performance Status Reports on daily and weekly basis

**Lead System Analyst Feb. 2002 – Mar. 2006**

*NEXTEL - Mclean, VA*

* Duties and responsibilities available if required