

AZAM KHAN

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EXPERIENCE

NCS Technologies, Inc.

Irving, TX

Product Manager / RPA Solution Architect

2018-2020

- Developed digital transformation solutions; delivered customer experience improvements with single-click paperless billing enrollment for multiple billing accounts and proactive billing notifications for AT&T enterprise customers.
- Conducted process reviews, feasibility studies and solution design recommendations for robotic process automation (RPA) delivery. Certified as Automation Anywhere(AA) solution architect.
- Trained customers on AA MetaBots integration for Microsoft Excel, Microsoft Outlook; ensuring systematic, accelerated automation ROI for business process bot development.

CareTek Services, Inc.

Irving, TX

Founder & Principal Consultant (Product Manager / Architect)

2011-present

CareTek Services is an IT consulting firm, serving AT&T exclusively since 2014

- Drove digital transformation and cloud integration solutions; delivered seamless user experience within Digital Business Center by increasing system usability (billing, order management, and support capabilities).
- Developed product roadmap and designed solutions for bill detail analysis, search, dynamic tag management, and deep integration with multiple billing systems. Improvements include 20% reduction in invoice download time for customers.
- Created new set of reports and dashboards using Adobe Analytics Experience Manager, enhancing business operations by providing website performance and customer journey analysis and resolution of digital experience issues.
- Developed business process automation bots for invoice processing, using Automation Anywhere.

Comcast

Philadelphia, PA

Director, Software Development

2012-2014

- Led a team of 30 to design application architecture and develop software solutions for Metro-Ethernet order management. Implemented business services Service Oriented Architecture (SOA) integration with Salesforce.com CRM, IBM CPQ pricing, Amdocs Cramer provisioning and CSG Single view billing systems.
- Delivered software applications for system automation resulting in 200% improvement in new product introduction and deployment; quote to cash delivery accelerated by 25% for advanced data services; service orchestration enabled 34% organic growth in Metro-Ethernet new sites.

Executives in Action

Dallas, TX

IT Consultant

2011-2012

Executives in Action is a non-profit offering pro-bono consulting services to charitable organizations in the Texas areas

- Developed technology strategy to improve collaboration and event management for The Elisa Project (theelisaproject.org).
- Delivered technology migration strategy to implement SaaS cloud solutions - Salesforce customer management and social media integration.

Frontier Communications

Grapevine, TX

Director, Information Systems

2010-2011

Frontier Communications is a telecommunications company serving residential and business customers in 29 states

- Led a team of 225 to deliver end-to-end program implementation of software systems for retail call centers, order management, billing, customer care, and e-Commerce platforms following the merger of Frontier and Verizon spinoff businesses, enabling the production of 3.5M bills monthly and the management of 30K daily orders.
- Reduced expenses by \$95M annually by developing IT systems transformation plans and business process synergies.

Verizon

Irving, TX

Director, Software Development

2002-2010

- Led a team of 80 to modernize order management of 2M daily orders using SOA and Web Technology. Implemented high scalability and availability solutions, eliminated MIPS transactions (10M/day). Technology architecture was based on highly distributed parallel processing with multi-layered designs, logical partitioned database management.
- Improved bundled order flow-through from 83% to 94% and reduced cycle time by 50% by redesigning bundle qualifications and visibility into ordering events.
- Designed software solution which slashed average handling time for complex proposals from 2 days to 1 hour. Implemented Electronic Sales Engineer program in 8 months with a 20-members team and a \$4M budget.

Technical Group Manager, e-Business

2000-2002

- Led a team of 45 to develop e-Commerce programs, including transactional applications for online customers, online ordering, and registration and core applications for Retail Business Solutions.
- Attained a 30% increase in online transactions through the integration of GTE and Bell Atlantic websites and the provision of additional features for self-service business customers.

Technical Lead / Software Architect

1998-2000

- Identified and implemented order entry system for advanced data services, resulting in 60% increase in order accuracy and 30% cycle-time reduction in business service delivery.
- Led a team of 16 to design software and implement a complex Online Express suite of systems consisting of pre-ordering / pricing, order entry, provisioning, and billing.

EDUCATION

Southern Methodist University

Dallas, TX

Master of Business Administration

Arizona State University

Tempe, AZ

Master of Computer Science

Osmania University

Hyderabad, AP, India

Bachelor of Computer Science & Engineering

AWS Certified Solutions Architect

2020

Google Cloud on Coursera

Data Engineering, Big Data, and Machine Learning on GCP

2019

Deeplearning.ai on Coursera

Deep Learning Specialization

2018

Stanford University on Coursera

Machine Learning

2018

SKILLS & INTERESTS

Technical:

Certifications: Automation Anywhere Solution Architect, AWS Certified Solutions Architect, Google Cloud Certified (Professional Data Engineer), TOGAF 9 Architect, Scrum Master (PSM), Product Owner (CSPO), SAFe Agilist (SA)

Proficient: C, Java, Python, SQL, JavaScript, Redis, Amazon Web Services (AWS), Automation Anywhere

Exposure: R, REST API, Microservices, TensorFlow, Oracle, SQL Server, Hadoop, Scala, Spark, ServiceNow

Languages: Fluent in spoken Hindi

Interests: Toastmasters, Reading, Badminton