

Summary

Client technology advisor manager, IT Manager (Executive IT manager) with 25 years of experience designing, developing, and executing IT projects and working side by side with the CIO, CEO, and CFO to find opportunities and improve IT solutions for the companies. Engaging technology consulting leader with Sales, Delivery, Channel/Partnership Alliances, and P&L Practice Management experience, serving Fortune 1000 clients in various industries and delivering a broad range of digital transformation solutions, including Cloud Transformation (IaaS, PaaS, SaaS / Microsoft Azure, Amazon Web Services, Google Cloud Platform), Microsoft Platform Stack Technologies, Managed IT Services, Enterprise Resource Planning (ERP) Applications (Oracle & SAP), IT Advisory, Custom Web Application Development, Systems Integration, Enterprise Content Management, and Organizational Change Management leveraging global onshore, offshore and hybrid project delivery models.

Experience

RSM US LLP - Client Technology Advisor | February 2022 to April 2023.

- Excellence in IT-managed services delivery to company clients.
- Cooperation with different internal teams such as Modern Solutions, Infrastructures, Complex delivery Security management, and Backup management for clients' day-to-day needs.
- Working closely with the client CFO to determine their IT budget, upcoming projects, and budget assignments.
- Reporting and communicating with clients' risk management.
- Collaborate with the client's CIO, CEO, and CFO to execute a strategic road map.
- Plan, design, and execute all client IT projects and development.
- CIO and CEO technology and security advisory.
- Working with our vendors and partners (Such as Microsoft, ServiceNow, and more) to develop and implement the best solutions for our clients.

WorldWide Tech Service (WWTS) – Client IT Manager | March 2021, January 2022.

- Managing five direct report technicians and working with over a hundred people on different teams and as a vendor.
- Manage on-site IT support for our enterprise client businesses with over one hundred on-site and 100 remote users.
- Collaborating with other IT teams in the US and overseas to improve the efficiency of services.
- Managing, designing, and implementing automation software. Manage the installation and upgrade of legacy structures to more modern tools like WDS, MDT, PXE, and cloud servicing.
- Implement, and maintain asset management strategies for the client.
- Evaluation of my helpdesk team support to improve users' time efficiency by completing a minimum of sixty daily tickets using help desk ticketing systems, ServiceNow.
- Align the client security baselines with complete security protocols. Plan and execute multiple security training for the end users.
- Active directory administration and management.
- Managing the client's Microsoft 365 and Azure tenancy and products.
- Support consistency by training end-users to run new software and computer equipment.
- Reduce downtime by ensuring that the maintenance schedule is implemented.

WorldWide Tech Services (WWTS) - Helpdesk Manager | July 2020 to March 5, 2021.

Managing Desktop support team for clients like Conduent, Quest Diagnostics, IBM, Wipro, and more...

- Managing a team of twenty-five technicians around Southern California.
- Supply on-site IT support for corporations, including ATOS and Conduent.
- Managing helpdesk technicians to ensure to stand on top of Service Delivery for our clients.
- Improve users' time efficiency by completing a minimum of eighty daily tickets using helpdesk ticketing systems such as ServiceNow, Zendesk, and Freshdesk.
- Reduce the SLA by around 65% with proper training for helpdesk technicians and end-users.
- Support consistency by training thirty users to run new software and computer equipment.
- Reduce downtime by ensuring that the maintenance schedule is implemented.

WorldWide Tech Services - Senior Field Area Manager | May 2019 - July 2020

California states with a residency in LA County.

- Managing a team of fifteen technicians in the great Los Angeles area.
- Assignment 60 to 70 weekly client tickets to my technician's team.
- Decreasing SLA by 55%.
- Assignment proper service training to my team. Track and update service technician requirements by OEMs (Dell, Lenovo, IBM, and HP) and make sure my group meets all requirements.
- 16,000 successful client calls with my team.

Harbor Freight Tools - IT Area Manager | September 2016 - May 2019

Calabasas

- Working with three other supervisors. Managing a team of eight desktop support technicians and supporting around three hundred stores in the four states.
- Manage and improve IT procedures company nationwide.
- Implementation of asset management procedure
- Helped with improving business lending processes by compiling management reports.
- Managed five direct reports and three districts.
- Increased efficiency by 55% by evaluating IT processes and strategies, making new apps and new registers applications, and renewing old structures.

Intelligence GmbH - IT Director Assistant | June 2012 to August 2016

Bielefeld - Germany

- Assisting the IT Director in managing a team of fifty technicians and developers.
- Imparted valuable insights by collaborating with the web development and Java programming teams of some clients' software developments.
- Increase the efficiency of the company service desk team by managing and developing new strategies and SOPs.
- Linux (Focus on Debian and Ubuntu) administration.
- MDM solutions management.
- Doing requires research and implementing technological, strategic solutions.
- Coaching, managing, and disciplining IT department employees.

- Writing SOPs and IT governance
- Increasing company-wide security awareness and training.
- Directed technological research by studying company goals, strategies, practices, and user projects.

TDA Computer Group - Help Desk Manager | June 1997 to February 2011

Tehran, Iran

- Increased system ability by upgrading hardware and designing a network prototype that made our procedures more accessible and faster.
- Enhanced functionality by acting as an assistant Java developer for company software.
- Completed projects by coordinating resources and timetables with user departments and the data center.
- Verifying application results by conducting system audits of technologies implemented.
- Preserved assets by implementing disaster recovery, backup procedures, and information security and control structures.
- Recommended information technology strategies, policies, and procedures by evaluating company outcomes.
- Maintained quality service by setting up and enforcing organization standards.
- Maintained professional and technical knowledge by attending educational workshops, reviewing professional publications, setting up personal networks, and participating in professional societies.
- Contributed to team efforts by carrying out related results as needed.
- Project manager for “Ansaldo Project (Ansaldo Italy)” at “Iran MAPNA” company. The project outcome: Installation and maintenance of 2000 workstations and network infrastructure around Iran.
- Project manager for “Siemens Project” at “Iran MAPNA Company.” The project was to install, configure, and renew the three thousand workstations in the Middle East.

Technical Skills	Knowledge Level	Interpersonal Skill	Knowledge Level
ITIL 4	Expert	Project Management	Expert
LEMP stack (Linux, PHP, Nginx)	Expert	IT Asset Management	Expert
Azure Administration	Expert	Teamwork	Expert
DDI (DNS, DHCP, IPAM)	Expert	Customer Service	Expert
Active Directory Administration	Expert	Data Analyzing	Expert
Data Science (Oracle, SQL, MariaDB)	Advanced	Staffing	Expert
Windows Server Administration	Expert	Quality Management	Expert
Microsoft 365 Administration	Expert	Problem-Solving	Expert
Firewall Administration (Cisco, Palo Alto, Meraki, Sonic Wall)	Expert	Budget assignment and budget control	Expert
Script Writing	Advanced	Team management	Expert
ServiceNow Administration	Advanced	Strategic Planning	Expert
Printer Server, Cloud Printing	Expert	Service Delivery	Expert
VMWare, vSphere, Hyper-V Management	Advanced		
IT Sales and Budgeting	Expert		
Web Development	Advanced		
WDS management (Windows Deployment Services)	Expert		
MDT (Microsoft Deployment Toolkit)	Expert		
Microsoft Endpoint Manager (SSCM, Intune)	Expert		
SaaS, IaaS, PaaS	Advanced		
Visual Studio	Intermediate		
Cyber Security Administration	Expert		
Google Administration	Advanced		
VPN Administration	Expert		

Education

Bachelor of Computer Science | b.i.b International College | Germany

Bachelor of Business Administration | Azad Islamic University | Iran

Awards/Certifications:

- *Certified Meraki Network Associate – Cisco*
- *Worldwide Tech Services - Employee of the Year 2019 - 2020*
- *Dell Commercials, Residentials, and Enterprise Certificates:
3237 – 3245 -346 – 3250 -3255*
- *HP Commercial, Residential, and Enterprise Certificates:
ElitePOS G1 – Elite X2 1012 – System Board DMI Programming – LaserJet and Color printers and
Imaging machines – Retail AIO POS – RP9 G1*
- *Lenovo Commercials. Residentials and Enterprise Certificates:
Service Manager and Claim Administrator RWSW113 – Technical and Profile Administrator RWSW112*

References:

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