

**PROFESSIONAL:**

- Leader and Subject Matter Expert in Technology, Engineering and Business Development Industries with functional expertise in Program, Project, Product & Project management
- Niche in RFP/RFI/SOW evaluation, proposal writing, system integrations and life cycle 360.
- Plan customer success and manage retention, sales growth, product and service play books, training/coaching, improved time to market for service delivery with efficient SLA/KPI (s).
- Strong track record of leadership role plays with successful deliverables on both strategy and execution fronts. End to end quality control and technical management attributes.
- Multilingual, cross-cultural expert, interfaith-outreach ambassador, strong oration and people person.
- Community leader and bridge builder, staunch believer and empathetic deliverer of service to others.

**EDUCATION:**

- Masters in Management and Leadership, Antioch University (Yellow Springs – OH)
- Undergraduate in Electrical Engineering-VLSI, Wright State University (Dayton - OH)
- ITIL Process Management Certification
- Mediation and Conflict Resolution – City of Columbus, Community Relations Committee

**AWARDS:**

- 2023 City of Columbus's Hall of Fame inductee for Interfaith, Multiculturalism and Bridge building services in Ohio.
- 2023 Allen Miller's Spiritual Award for Ohio -- Nancy and David Wolf's Holocaust and Humanity Center
- Recipient *Social Justice Award 2022* by Spirituality Network of Ohio
- Recipient *Every Day Hero Award 2019* by Columbus Dispatch Newspaper for bridge building and community empowerment efforts across interfaith and cross cultural boundaries.
- Recipient *Community Service Leadership Award 2016* by Asian American Commerce Group of Ohio, for bringing people together and building bridges via service together approaches.
- Recipient of *Jefferson Awards 2015* for Interfaith and Outreach efforts in Central Ohio to for building bridges between faith and cultural diversities.
- Islamic Society of North America (ISNA) *Community Service Award 2015* for collaborating communal efforts between diverse population of Central Ohio and offering Faith-in-Action service opportunities for diverse interfaith and cultural groups.

**COMMUNITY SERVICES ROLES:**

- Chairman, Community Inclusion Advisory Committee (CIAA) city of Dublin
- Advisory Board of Director for Dublin Police Department Chief Justin Paez, Franklin County
- Commissioner - Community Relations c/o Columbus City Mayor Andrew J. Ginther
- Founding member of Safe Alliance of Interfaith Leaders (SAIL) of Northwest Columbus area.
- Advisory Board of Director of YMCA of Hilliard-OH and chairman of Social Responsibility Committee
- Past-Chairman of AIW-BoD and President of Executive Committee at Noor Islamic Cultural Center, leading the Outreach and Interfaith departments.
- Board Member of the Protected Class Advisory board to Mayor Andrew J. Ginther

**Imran Malik**

(614) 209-8742

iahrsmalik@yahoo.com

**Community Leader & Bridge Builder w/ expertise in Program, Process, Project & Product Management**

- Member of Columbus Faith Coalition prayer team against Violence (domestic violence, bullying and human trafficking).
- Member of Communication committee of Interfaith Association of Central Ohio (IACO).
- Compliance Officer, Hilliard Business Alliance.

**BIO and CREDENTIALS**

- Leader and Subject Matter Expert in Technology, Engineering and Business Development Industries with functional expertise in Program, Project, Product & Project management
- Niche in RFP/RFI/SOW evaluation, contract writing, system integrations and life cycle 360.
- Plan customer care and support, manage retention, sales growth, and product and service play books, training/coaching, improved time to market for service delivery with efficient SLA/KPI (s).
- Strong track record of leadership role plays with successful deliverables on both strategy and execution fronts. Customer focused and relationship builder, support End to End quality control and technical management attributes.
- Multilingual, cross-cultural expert, interfaith-outreach ambassador, strong oration and people person.
- Community leader and bridge builder, staunch believer and empathetic deliverer of service to others.

**LANGUAGE PROFICIENCY** -- English, Urdu, Punjabi, Arabic, Hindi (*spoken only*)

**JAN 2020 – TO-DATE**

***IT PROCUREMENT MANAGER: WILLIAMS LEA TAG***

- Manage client relations and address the IT hardware and software requirements for the multimillion dollar spent by the white glove global law firms.
- Revised existing contracts for global offices to negotiate savings of 12% on a \$175 million annual spend on IT and Facility services firm wide, globally.
- Introduced the culture of vendor based quarterly business reviews with the business partners and a 60/90 days pre-renewal decision and approval process to allow General Council and legal team to weigh in on the negotiations and leverages.
- Initiated the firm wide culture and practices of RFP and RFI steps for vendor credentialing and opportunity for finding customized solutions for the business partners and operational teams. Facilitated vendor demos, solution UAT, building NDA, MSA/L, SOW and maintenance plans for service

**JAN 2016-DECEMBER 2019**

***VP SALES AND OPERATIONS: URBAN EXPRESS TRANSPORTATION***

- Manage daily sales and contract negotiations for small to large customer base state wide from corporate hospitality to government accounts, with annual operational turnover of \$7 million base.
- Increase utilization of fleet units from 60% to 90% with increasing customer foot print with increment of gross sales by 33% in 6 quarters.
- Improved customer relations and care culture, run promotions as incentives, repackage offerings to repeat client and corporate business.
- Reduce cost by 20% on routine fleet maintenance and induce coverage for fail over incidents with rapid response strategies to minimize customer service interruptions and delays.
- Train/coach new hires on compliance codes, increase response time to customer queries with find-me follow-me VOIP solutions allowing a 24x7 business efficiency to operations.
- Manage office staff and sales support officers; participate in customer business conventions, host quarterly customer appreciation events, network and onboard new potential accounts.

**MARCH 2016 – AUGUST 2019*****NETWORK CONVERSION PROGRAM MANAGER: CENTURYLINK***

- Co-ordinate end-to-end service transition plans for the large customers and bring them on net with new term and efficient product solutions to amplify cost savings and improve network efficiency. Responsible for the management of customer base with revenues in spectrum from MRC of \$100K to excess of \$10M annual.
- Manage and mentor Sales team and Provisioning teams on supporting the customer base with routine support to Service Delivery Managers in resolving complex customer issues/concerns and order management with value add focus to customer experience for long term retention.
- Work with product teams to customize solution delivery and meet ICB enhancements and product packaging to meet specific client requests.
- Coordinating and participating as business product owner for the in progress scrums and sprints to make sure project timelines and commitments to deliverables stay on track and are compliant to product SLAs and KPIs.
- Evaluate solution through test and service delivery and offer focused RACI modeled communication at all mileposts both pre/post deployment.

**JULY 2000 – DECEMBER 2018*****VP INVESTMENT PORTFOLIOS – RESIDENTIAL AND COMMERCIAL: HILLIARD ENTREPRENEURS GROUP***

- Develop and manage company's investor relations and monitor performance metrics for the targeted annual growth and values.
- Manage property management and vendor contracts to minimize maintenance and maximize ROIs.
- Provide quarterly performance reports and annual pass through Profit and Loss statements to shareholders and investors, with routine support to Legal and Financial teams.
- Explore new potentials and facilitate initial due diligence for new territories for investments.
- Host partnership conferences and onboard new/merge investments to collective portfolio.
- Assist with buy outs and sale transactions for individual and group interests and due diligence efforts.

**JAN 2012 – MARCH 2016*****RELEASE & PROGRAM MANAGER: CENTURYLINK***

- Create 30/60/90 days Dashboards and Visualizations within large release programs to identify scope, cost and time lines for compliant requirements and detail in CA Agile Central.
- Correlate release metrics and identify trends and provide overview detailing to the product owners and scrum masters to manage successful sprints.
- Participated in writing user stories, placing them in the HP Application Life Cycle for UAT, prioritizing the backlog into sprints, managing change control in each sprint, managing the progress and efficiency of each sprint, and ultimately delivering a sprint that is demonstrated to the business users for acceptance to be deployed. Identify appropriate solutions considering architecture, process, cost, impact to delivery teams, and timelines to market and service delivery.
- Channeled and managed prioritization value of business requirements for governance and ITR ROMs that justified business benefits and savings (cost and time intervals) to meet bench marked pre-cursors for quarterly business cycle budgets.
- Engage product and process engineers to architect user guides, data dictionaries and process flows (VISIO, TIBCO, TABLEU)
- Communicate release planning to RACI grids using Agile Manifesto via scrum approach and build sprint cycles while packaging with program leadership, business and IT teams.

**Imran Malik**

(614) 209-8742

iahrsmalik@yahoo.com

**Community Leader & Bridge Builder w/ expertise in Program, Process, Project & Product Management**

- Resource identifying and managing via T-model and testing co-ordination, preparation for the scheduled UAT windows and sanity test (post deployment) and defect resolutions
- Post release notes read out to business leadership and coordinate training to business partners utilizing MVP engagements and flash advisory methodologies

**JAN 2006 – JAN 2012**

***PROCESS OPERATIONS MANAGER: CENTURY LINK***

- Developed, supported and delivered new product initiatives to fulfill the 40 product commitment to the multi billion dollars NetworX RFP contract to US Government's sub-Agencies that included: Dedicated service, Security products on Managed Trusted Internet Protocol Services, VOIP, Ethernet, DATA IP/VPN with select bundling via 3rd party vendor solutions
- Enhancing Cloud vault, FR/ATM/IPS encapsulations via backbone and Data Hosting centers at Layer 1, 2 and 3 level technologies.
- Evaluation of all government sub-agency RFP/RFI and SOW(s) under the contract obligations and providing a business and IT development scope to executive leadership.
- Providing assessments from minor to major business cycles and application impacts due to intake.
- Assist with head counts, budgetary decision making process at departmental and organizational level.
- Provide strong support for the overall management of the reported business unit's quality tools and techniques. Assisting IT with +/- 10% LOEs for development work.
- Assist with design and architectural work of inventory and record keeping applications (both for transport and logical) data logs. Monitor and approve data warehousing decisions for internal records and external client records keeping -- CLINs and billing items synchronized per the contractual obligations in inventory data banks (standard and non-standard MRC & NRC) and data warehousing.
- Facilitate complex, diverse, and/or technical organizational process/quality improvement activities and create business and IT understanding of production processes and FMO business models & platforms.
- Helping product management on developing in-house DATA and Voice products to match up the RFP contractual requirements. Working with SMEs to identify, analyze, develop and documents process improvements for E2E business requirements for IT automation per opportunity instance and RFP.
- Present and brief project summaries to director governance teams on weekly basis and negotiate contractual agreements with 3<sup>rd</sup> party vendors. Work on approving licenses, staging and configuration of CPE compatible to services offered.

**September 2006 to May 2012**

***Lead Instructor at NICC Weekend School***

- Worked with high school student on public speaking and service projects in community building.
- Developed inter-intrafaith dialogue through comparative analysis on cultures and religious traditions.
- Assisted students to prepare presentations and dialogue on sensitive and less discussed subjects like abortion, social plagues, human trafficking to promote understanding and raise awareness through research.
- Lead and Oriented class discussions from theory to practicality -- to develop service programs for community: serving at food kitchen, food drives etc.
- Conducting Community wide oration contest and quiz event during the summer breaks.
- Promoted dialogue exchange between diverse ethnic student groups to find common values to strengthen cohesion and learn team building and entrepreneurship
- Combined religious doctrine and communal participation concept to learning via interactive participation and service learning programs
- Developed interfaith and intrafaith dialogue through comparative analysis on cultures and religions.

**JULY 2004 – JAN 2006 *BUSINESS MANAGER: SYSTEM & INVENTORY MIGRATION -- QWEST***

- Facilitating granular level process assistance to QWEST/ IT and user community to gather, align, architect & code future platforms for sales, order entry, provisioning and billing teams.
- Proof reading the comprehensive requirements and troubleshooting in-house developed tools that relate to the above mentioned applications for Layer 1 and 2 inventory for company-wide conversion.
- Data basing DWDM/SONET -- MORs & ADMS after analyzing EDPs and fiber-base data into TBS for data migration support.
- Developing strategies for delta migration of in-service and in-flight workloads.
- Assisting OI&M and IQ teams with testing of EOC and automation processes for Message 1 and 2. Also, assisting in developing of future eFlow and LIMS platforms.
- Testing TIRKS/ WFA/C modules and facilitating Telcordia in setting up reference tables and automation of all sub-processes pertaining to provisioning, testing and maintenance teams.
- Negotiate transport-related contracts with other Telecommunications Service Providers (Carriers). Included various connecting carriers (RBOCs, ILECs, and CLECs.) Acted as liaison with contracted Carriers to ensure that performance of terms and conditions is compliant with negotiated contracts.
- Responsible for managing resource assignment, development paths, and supervising employee performance. Work with business partners and IT development managers to provide a staff of IT System analysts that design system requirements to fulfill business requirements.
- Utilize milestones of Software Development Life Cycle to determine work capacity and assignments.
- Measure employee performance against peers and established goals.
- Provide coaching opportunities to improve employee skills and increase overall productivity.

**Jul 2003- Jul 2005*****General Manager -- BIG APPLE RESTAURANT, COLUMBUS- OH***

- Provided statistical analysis of customer surveys to boost the cliental and sale ratios.
- Provided inventory management services along ordering and improvement to business functionality
- Provided training and coaching sessions to direct reports and staff.
- Rendered accounting, marketing and public relational services on daily routines.
- Improved daily sales by 25% with increasing customer footprint by the same ratio.

**October 2000 – JULY 2005*****Account Director US Treasury & Government Accounts – QWEST***

- Use advanced technical expertise, problems solving resolution skills in provisioning & systems planning.
- Provide technical support to other provisioning specialists or technicians either by reviewing their work or providing general technical leadership.
- Work on problems of unusual complexity. Responsible for meeting program team objectives and QA tests.
- Maintain account relations and provided routine program updates to senior customer leadership teams. Handled 24x7 customer escalations and repair issues.

**October 99 – October 2000*****Sr Lead Broad Band ENGINEER -- QWEST***

- Responsible for broadband circuit provisioning projects for DS3 and OCN level circuits. Used design software like Telecom Business Services (TBS), F&E; database software like CORE, RADIS, PROD and real time analysis software like INM and CERENT to route and create the circuits on the nationwide fiber optics network of the company.
- Responsible for the completion of the project/order (s) from cradle to grave. This involves over all order management including customer/client interaction, documentation and paper work process, circuit routing and testing using a number of different telecom software.