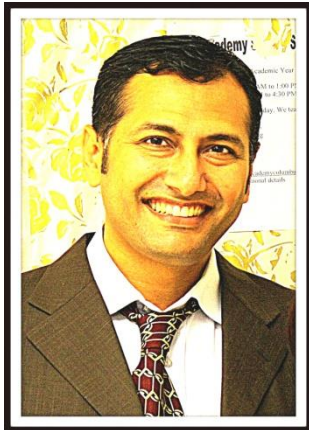# Imran Malik Awan

PERSONAL
- Married to Atifa Malik. 3 children: Hussnain (15), Raiyaan-Ali (12) and Soha Dua'a (7)

PROFESSIONAL
- Employed in Telecom Industry – program, project & process management.
- President – iMalik Limited, Real Estate Investment

EDUCATION
- Masters in Management and Leadership, Antioch University (Yellow Springs – OH)
- Undergraduate in Electrical Engineering-VLSI, Wright State University (Dayton - OH)

AWARDS:
- Recipient *Community Service Leadership Award 2016* by Asian American Commerce Group of Ohio.
- Recipient of *Jeffferson Awards 2015* for Interfaith and Outreach efforts in Central Ohio to build bridges between faith and cultural diversities.
- Islamic Society of North America (ISNA) *Community Service Award 2015* for building bridges and collaborating communal efforts between diverse population of Central Ohio.

COMMUNITY SERVICES (current)
- Immediate past-Chairman of AIW-BoD and current President of Executive Committee at Noor Islamic Cultural Center, leading the Outreach and Interfaith departments.
- VP and founding member of Safe Alliance of Interfaith Leaders (SAIL) of Northwest Columbus area.
- Board of Director of YMCA of Hilliard-OH and chairman of Social Responsibility Committee
- Board Member of the Protected Class Advisory board to Mayor Andrew Ginther and Community Relations office.
- 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.

Respected Sir/Madam,

I am passionately submitting my letter of interest and career credentials for your consideration and look forward to an opportunity to work under your patronage. Following are some details of my personal background and professional expertise and passion that I bring to the table for this candidacy.

In my many fifteen plus years leadership roles in community service, my passion has been connecting people and expertise that in majority of the cases fosters contributing synergy. Bridging communal deltas on unifying principals have resulted in much successful collaboration both locally and nationally, which I have promisingly led. I have a successful track record for end to end project and program spearheading that include: planning, reach out, fund raising and delivering over par milestones and results.

My family and I have been residents of Central Ohio since 2002. We take pride in our city, its growing diversity and progressive outlook both at community level and leadership level. We are engaged in our community and believe strongly in the efforts of outreach and adding value by sharing and synergizing our diversity, which is the true strength of the melting pot. We care for our community and its growth towards a brighter and prosperous future for all. It is for this reason that I am sending in myself candidacy for this vacant position for your consideration.

In addition to dedication and passion for community service, I also have fifteen years of professional work experience in the engineering and program management in the telecom industry. At current, I am a fulltime management employee with CenturyLink Communication (Dublin-OH), in Network Process and Operations team. My end to end knowledge of the company's production platforms (from sales - order entry - billing - escalation channels - to test and turn up) and extensive knowledge of product build and technology design supplements me with process reengineering skills. I have hands on experience of working in the provisioning and implementation world of services. My professional skills also include RFP/SOW evaluation of multimillion dollar potential business opportunities with niche on maximizing ROIs in challenging market conditions. With this level of expertise and support role deliverables

I have earned my graduate Management degree from Antioch University -- McGregor Business College with concentration in Management and Leadership. I also hold a Bachelors degree in Electrical Engineering with concentration in VLSI design, from Wright State University. In addition, I also had two-years of technical schooling at the University of Bahrain, where I received technical and field engineering training through Aeradio Technical Services (ATS) as part of the program. During that training, I repaired and installed wireless and computer systems on commercial transportation (ships, boats and fleet vehicles).

I am hard working, a self-starter, easy to work with, and a team player. I am a fast learner and can handle multiple tasks. I am confident that my skills and experience will prove to be an asset to the city of Columbus and its people. I would greatly welcome an opportunity to discuss my qualifications and interest with you in person. I can be reached at (614) 209-8742 and Imran.Malik@CenturyLink.com

Thank you for your attention and consideration.
Sincerely,

Imran Malik

Imran Malik.

RESUME: Imran M. Malik

   High-tech management professional with experience in both functional and project management. 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, vast cross-cultural experience, strong oration and people soft skills.

- **Information Technology Infrastructure Library (ITIL) Certification** – Centurylink
- **MA in Management** -- (major) Management and Leadership, Antioch University
- **BS Electrical Engineering** (major) Very-Large-Signal-Integration, Wright State University

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

CAREER SUMMARY

JAN 2012 – TO-DATE: RELEASE MANAGER (SDP AND NEW PRODUCT INITIATIVES) CENTURY LINK

- Gather business requirements for IT ROMs that justify savings (cost and time intervals) to business cycles for quarterly budget improvements with IT DEV work support.
- Engage product and process engineers to architect user guides and process flows (VISIO, TIBCO)
- Release planning and packaging with program and IT teams.
- Testing co-ordination, preparation for the scheduled UAT windows and sanity test (post deployment)
- Manage testing resources both from business and IT's side during UAT flow.
- Release notes read out to business leadership and training to business partners post code deployment.

JAN 2006 – JAN 2012: PROCESS OPERATIONS Manager (NETWORX US $ 50 BILLION GOVERNMENT AWARD) CENTURY LINK

- Recently developed and delivered a new product to the menu of Government Agencies – MTIPS (Managed Trusted Internet Protocol Services) that bundles the in-house NBIPVPN transport with dedicated Ethernet and FR/ATM/IPS encapsulations via backbone Hosting centers. The service bundles the Managed Security Services L3/4 services via a 3rd party provider (SAIC). Exponential growth demands in anticipation for this product in very near future.
- Evaluation of all government RFP and SOW(s) under the contract and providing a business and IT development scope to executive leadership. Providing assessments from minor to major business cycles and applications due to opportunity intake. Assist with head counts and 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) 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.
- Leading teams in developing user guides and VISIO flows for post launch to maintain steady production cycles.
- Present and brief project summaries to director governance teams on weekly basis and negotiate contractual agreements with 3rd party vendors.
- Work on approving licenses, staging and configuration of CPE compatible to services offered.

September 2006 to May 2008: Lead Instructor at Islamic Center Broad Street's Weekend Program
- Worked with high school student on public speaking and service projects in community building.
- Developed interfaith and 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.

September 2008 to May 2012: Lead Instructor at Noor Islamic Cultural Center's Weekend Program
- Taught religious studies and public speaking to high school grade students.
- 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 recitation and quiz event during the month of Ramadan.
- Promoted dialogue exchange between diverse ethnic student groups to find common values to strengthen cohesion.
- Combined religious doctrine and communal participation concept to learning via interactive participation
- Developed interfaith and 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.

JULY 2005 – JAN 2006: LEAD SME: TIRKS MIGRATION (US $120 million project) -- 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.
- 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.

Jul 2004- 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 and process time.
- Provided training and coaching sessions to direct reports and staff.
- Rendered accounting, marketing and public relational services on daily routines.

October 2000 – JULY 2005: Lead - US Treasury & Government Accounts QWEST
- Use advanced technical expertise and problems solving resolution skills in the provisioning or systems planning functions.
- 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 supporting QA tests.

October 99 – October 2000: Broad Band Provisioning Engineer II, QWEST Communication

- 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..

September 97 – September 99: Sr. Reservationists - Wright State University, Dayton- Ohio
- Reserve activities and events for WSU, staff and students using CEO Software and Microsoft Office applications. Arrange for on campus international student functions and festivities.
- Train new student employees, hire summer temps. Design setups, supervise implementations and work with IT for software upgrades of the CEO tools.

May 1997 – October 1997: Xerox Technician - Wright State University, Dayton-Ohio.
- Maintenance of photocopier machines on-campus, clerical errands for Duplicating and Bindery. Also work with offsite techs and vendors for maintenance and service reports of the copiers.

EXTRA CURRICULAR ACTIVITIES AND AWARDS
- Advisory Board Member – Hilliard YMCA.
- Member of Mayor Coleman's Advisory Board for the Protected Class Committee and Interfaith Advisory Council
- Advisory Board Member – Hilliard School District.
- Chairman Board of Director – Noor Islamic Cultural Center (NICC)
- Vice President – Safe Alliance of Interfaith Leaders (SAIL) of Northwest Columbus)
- Cricket, volleyball, soccer, billiards.