

Imran Malik

Community Leader & Bridge Builder w/ expertise in Program Management and Business Development

Respected Sir/Madam,

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

In my twenty plus years of leadership roles in both professional and personal services, my passion has been connecting and empowering people and that in majority of cases fostered continuous synergy and bridge building. Bridging communal deltas on unifying principals have resulted in much successful collaboration both locally and nationally, which I have promisingly led on multiple occasions. I have a successful track record for end to end project and program management efforts that include: planning, outreach, interfaith and cross cultural work, fund raising and delivering higher valued results with focused timelines. My family and I have been residents of Central Ohio since 2002. We take pride in our city and state, 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 diversities, which is the true strength of any melting pot. We care for our community and its growth towards a brighter and prosperous future for all.

In addition to dedication and passion for community service and inclusion, I also have twenty plus years of professional work experience in the telecom and technology industry with focused role plays and service deliverables in engineering, system support, product and process development and program management that supplements business development areas to increase market foot prints for my respective organizations. At current, I am a fulltime management employee with Williams Lea Tag (WLT) which is a Global Procurement company in the areas of Technology, Facilities, IT infrastructure and Human Resources, based out of United Kingdom. My end to end knowledge of the company's service platforms (from sales - order entry - billing - escalation channels) and extensive knowledge of product build and technology design supplements me with process reengineering skills that focus on cost cutting and improving SLAs and KPIs to value add the process efficiencies for our clients and end users. I have hands on experience of working in the process & provisioning domains and implementing robust and cost effective solution and services. My professional skills also include contracts negotiations, RFP/RFI/SOW evaluation of multimillion dollar potential business opportunities with niche on maximizing ROIs in challenging market conditions. With these expertise and role play deliverables, I look forward to be a value adds catalyst to your organization and team, if given an opportunity to become part of it!

I have earned my graduate Management degree from Antioch University -- McGregor Business College with concentration in Management and Leadership. I also hold a Bachelors in Electrical Engineering with concentration in VLSI design, from Wright State University

I am hard working, a self-starter, very accessible and a passionate team player and leader. I care of our universal humanity and take pride in service oriented community work that brings people and communities together in a much divided world that can always benefit from our collect empathy. I am a fast learner and can handle multiple tasks, program management and moving parts of service delivery components. I am confident that my skills and experience will prove to be an asset to your esteemed institute and its people. I would greatly welcome an opportunity to discuss my qualifications and interest with you in person. Thank you for your attention and consideration!

Imran Malik

4441 Wyandotte Woods Blvd Ohio 43016 (614) 209-8742 / iahrsMalik@yahoo.com

Imran Malik

Community Leader & Bridge Builder w/ expertise in Program Management and Business Development

AWARDS

- 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 SERVICE ROLES

- Advisory Board of Director for Dublin Police Department Chief Justin Paez, Franklin County
- Commissioner - Community Relations c/o Columbus City Mayor Andrew J. Ginther
- Board of Director – Veterans Interfaith Bridge of Ohio
- Board member of Franklin county Sherriff Dallas Baldwin’s Advisory committee
- Board of Director for the First Social Justice Park of America in Columbus Ohio
- Founding member of Safe Alliance of Interfaith Leaders (SAIL) of Northwest Columbus area.
- Advisory Board of Director of YMCA of Hilliard-OH, chair: Social Responsibility Committee
- Past-Chairman of AIW-BoD and President of Executive Committee at Noor Islamic Cultural Center, leading the Outreach and Interfaith departments and Media Relations.
- Member of Community Resilience program to fight racism developed by Columbus Bar Association and the Ohio state University’s law department
- Board Member of the Protected Class Advisory board to Mayor Andrew J. Ginther
- 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
- Graduate of FBI’s Citizen Academy’s Community Leadership program
- Member of Columbus Mayors’ Faith Leaders Action Group (FLAG) -- 2012-2017

SIGNATURE COMMUNITY EVENTS

- Collaborated interfaith youth dialogue with Columbus Rotary on racism and Covid19 impacts - 2020
- Pioneered Annual Interfaith march for Peace & Justice in Central Ohio that is now a global event
- Continuously Bridged outreach and support for the Jewish, Muslim and African American communities during the crisis of hate crimes at local and national levels – Pittsburgh, Baltimore, Dayton, Southern California, Denver
- Hosted fund raising for AMOUD foundation to build water wells and projects to help water and food crisis with famine struck areas of Africa 2018
- Hosted multiple sessions of active shooter trainings community wide in collaboration of the interfaith community, local law enforcements – Police and Fire departments, along FBI and DHS officials
- Hosted official delegate training from Brussels-Belgium for controlling growing racism in collaboration with the Columbus city Mayor’s office and Sister City Organization 2015
- Collaborated Columbus mayor’s annual interfaith prayers break event 2012-2016

Imran Malik

Community Leader & Bridge Builder w/ expertise in Program Management and Business Development

- Co-hosted the speakers from Jewish and Palestinian Parent Circle Community Family (PCCF) for peace dialogue with the Jewish Federation of Columbus 2012 and 2014 as an interfaith event
- Collaborate annual Turkey Giving drive with local interfaith partners via SAIL platform since 2014
- Hosted the Department of Homeland Secretary Jeh Johnson in Columbus Ohio from President Obama's administration and directives on the agenda of joint terrorism task force teams and law enforcement 2015
- Hosted 1st annual National Interfaith Conference of Central Ohio 2015 in collaboration with Shoulder-to-Shoulder National campaign 2015
- Hosted quarterly blood drives for Red Cross of America at Centurylink campus 2014-2019
- Hosted leaders trip for Annual campaigns of giving for United Way of Central Ohio 2013-2017
- Hosted successful annual fundraisers for Human Development Foundation (HDF) for building schools and hospital facilities for children and women of remote areas of Pakistan 2012-15
- Hosted Citywide Panel discussions with YMCA of Central Ohio and SAIL to raise awareness on Racism and Freedom of Speech understandings 2014
- Hosted Interfaith Food drive efforts and cultures of food event with Jewish synagogue and Methodist Christian church leadership of Central Ohio 2014-2015
- Initiated Salam/Shalom Young Professional dialogue and service events with Jewish Federation and Noor Islamic Cultural Center's collaboration 2014
- Hosted fundraising for The Citizen Foundation (TCF) to build schools and empower students of tomorrow in global south countries 2013
- Founding Leadership of Safe Alliances of Interfaith Leaders (SAIL) 2012
- Collaborated the 10th year anniversary of 9/11 with the Mayor and Police Chief of Hilliard-OH 2011
- Hosted cultural sensitivity training for Ohio Army National Guard's office of Ohio 2009-2010
- Community Fund Raising for Global Equibilly Wheel Chair efforts to assist Polio patients 2008
- Founder of Hilliard Cricket County -- non-profit sports club for families and youth 1999 to-date
- Collaborated the multicultural national ISNA conference of Midwest in Columbus Ohio 2008
- Pioneered Annual Community competition and toastmaster for Muslim community of Central Ohio 2005 to-date

REFERENCES

- **Abdikhayr Soofe** – Community Relations Officer Mayor Ginther's office (614-432-0014)
- **Greg Davis** – Safe Alliances of Interfaith Leaders (SAIL): President (843-478-1948)
- **Rev. Phil Washburn** – Interfaith Association of Central Ohio (IACO): President (614-)
- **Cantor Jack Chomsky** – Tifferith Israel (614-562-7864)
- **Chaplin Jim Zippay** – National Churches Residence (614-537-1831)
- **Cory Hughes** – YMCA Hilliard: Executive Director (414-573-0524)
- **Gheith Ammar** – Centurylink: Transport and Technology Director (614-537-6294)
- **Monzer Atieya** – CFO: Urban Express Transport (614-989-3312)
- **Noorgul Dada** – Noor Islamic Cultural Center, President (614-216-9723)
- **Rabbi Sharon Mars** – Temple Israel (614-429-7174)
- **Chief Justin Paez**: Dublin City Police Department (614-410-4802)
- **Romin Iqbal** – Executive Director CAIR Columbus-OH (614-783-7953)
- **Yasin Mattan** – JP Morgan CHASE -- Chief Technology Officer – (614-588-9830)
- **Thomas Carlisi** – Columbus Rotary District President –(614-332-5974)

Imran Malik

Community Leader & Bridge Builder w/ expertise in Program Management and Business Development

BIO and CREDENTIALS

- Dynamic and highly competitive leader with over 20+ years of experience who excels in company growth and innovations in process and product development. Reputation as a self-directed individual skilled at developing strong relations with clients of varying backgrounds,
- Quality-focused operational driver, problem solver and primary customer service leader credited with world-class customer services and quality assurance operations.
- Niche in RFP/RFI/SOW evaluation, contract writing, system integrations and life cycle 360. Plan customer care & support, manage retention, sales growth, and product and service play books, training, improved time to market for service delivery with efficient SLA/KPI (s).
- Founder of multiple private startup investment portfolios with 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 people person.
- Community leader and bridge builder, staunch believer and empathetic deliverer of service to others.

AREAS of EXPERTISE

Outreach - Interfaith - Cross Cultural – Diversity and Inclusion - Multilingual – Bridge Builder – Fund raising – Grant writing - Customer Care - Account & Operations Management – Business Development – Cost Savings – Team Building - Risk & Relationship Management - Policy & Procedure Development – Project Management – Revenue Generation - Process Management – Partner Alliances – Multimillion Dollar Budgets – Product Development - Technical Sales - Public & Private Company Board Expertise – Coaching - Human Resources.

EDUCATION

- **MA in Management** -- Management and Leadership, Antioch University, McGregor College
- **BS Electrical Engineering** -- (major) Very-Large-Signal-Integration, Wright State University
- **Information Technology Infrastructure Library (ITIL) Certification** – Centurylink
- **Conflict and Mediation Certification 2019** – City of Columbus, Community Relations Committee

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

JAN 2020 – TO-DATE

IT PROCUREMENT SPECIALIST: 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 extensive savings 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 dashboard for 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 & 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.

Imran Malik

Community Leader & Bridge Builder w/ expertise in Program Management and Business Development

- 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.
- 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.

JULY 2000 – DECEMBER 2015 VP INVESTMENT PORTFOLIOS – RESIDENTIAL & 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.

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, Data Hosting centers @Layer 1/2 .
- 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/organizational level.
- Facilitate complex, diverse, and/or technical organizational process/quality improvement activities & create business & 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.

September 2006 to May 2012

LEAD INSTRUCTOR at NICC 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.

Imran Malik

Community Leader & Bridge Builder w/ expertise in Program Management and Business Development

- Assisted students to prepare presentations and dialogue on sensitive & less discussed subjects like abortion, social plagues, human trafficking to promote understanding & raise awareness.
- 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, troubleshooting in-house developed tools that relate to above mentioned applications for Layer 1/2 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.
- 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.
- Provide coaching opportunities to improve employee skills and increase overall productivity.

Jul 2003- Jul 2005

GM -- 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 2004

ACCOUNT DIRECTOR US TREASURY & GOVT. – 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 & 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 BROADBAND 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.