

Management executive with specialized experience in **Customer Service, Service Delivery, Consulting and Information Systems** with strong leadership abilities in budgeting, procurement, cost control, P&L, complex problem solving, leading cross-functional technical teams and meeting the objectives set by management.

SUMMARY OF EXPERIENCE

- Increased revenue by 30% in two years, exceeding defined target year after year.
- Implementing Service Management Methodology and Project Management best practices that resulted in 15% increase in revenue due to repeat business.
- Defined an operating budget that led to significant cost control while maintaining the same level of service.
- Served as Change Management champion employing a coaching and mentoring approach that ensured retention was maintained at 95% and productivity during critical changes

EMPLOYMENT HISTORY

ieSmartSystems, LLC, Houston, TX

2009-2010

Director Of Services & IT Manager

Delivering services for Information Technology, Network Cabling Infrastructures and Audio Visual Systems,

- Developed the Service Department by launching new processes to improve the quality of services and improved the completion of work by 40%
- Implemented Service Management application with Service Delivery Methodology to increase productivity by 30% and reduce cost by 15% and speed up the invoicing process by 85%
- Improved reporting, scheduling and reduced mean time to repair by 40 %
- Project Managed the implementation of new VoIP phone system with Zero (0) Downtime

Dehghan.org, Houston, TX

2007- 2009

Managing Director & Consultant

Provided solutions and services to small businesses (Law offices and nonprofit organizations) focused on infrastructure support, software and hardware integration, security compliance and VoIP capabilities. Major projects include:

- A strategic business partner, worked with business unit heads, to help create a business strategy and discover how to best leverage technology.
- Streamlined and standardized operational processes, which reduced costs and led to greater profitability
- Provided cross-functional training opportunities that led to new business opportunities for the company.
- Implemented organizational strategies that ensured optimal communication between partners and clients.

Schlumberger, Houston, TX

1997 – 2007

Program Manager

2004 – 2007

Responsibilities: Served as Program / Operations Manager managing P&L, forecasting, billing, resource management, and business development for the North America Consulting group, which included: Customer Service, Information Technology and Logical Security, Service Delivery Framework, Logistics, Purchasing and Supply Chain.

Major Accomplishments:

- Developed service delivery strategy by planning and forecasting future projects to the company's core business enabling the business development team to increase annual sales revenue from \$4,000,000 to \$8,500,000 while decreasing operational costs by 25%.
- Internally improved product delivery and warehousing processes that centralized inventory and reduced costs by \$100,000 -first year, while increasing stock rotation, and reducing shipping time by 22% enabling us to meet stringent service level agreements within limited timeframes for several key clients.
- Led a team of six Principal Consultants serving as Program Manager on consulting engagements that encompassed: Data Center relocations, Call center implementations, Network Optimizations,
- Managed over 30 O&G related customers for secure connectivity and maintained the Service Level Agreements of 99.999%

Schlumberger, Houston, TX **1998 – 2004**
Engagement Manager / Infrastructure Supervisor - TOTAL E&P Project

Responsibilities: IT Service management of multi-level operating systems, connectivity and data center.

Major Accomplishments:

- Managed technical support team of fifteen (15) responsible for maintaining the Service Level Agreement (SLA) for the administrative, financial, trading, operations and geosciences groups. The SLA improved by 40% over the 4 years.
- Provided budget support to IT Manager for network and data center, which reduced customer's costs by 15% annually and increased Schlumberger's revenue by 25%.
- Program managed the implementation of the offices / Rigs build out, moves, the separation of the company's due to mergers/separations and acquisitions.

Schlumberger, Houston, TX **1997 – 1998**
Service Manager - Schlumberger/Omnes (An IT Service Provider and Project Management company)

Responsibilities: Manager of a 28 member technical team that supported all the Information Technology services: LAN, WAN, E-mail/DNS systems and 3500 desktops for Schlumberger's locations.

Major Accomplishments:

- Achieved and maintained the service level agreement on the response time and support for all accounts.
- As a non-sales person generated \$3,000,000 revenue by being a trusted advisor to the customer
- Member of the Network Administrative task force that redesigned and implemented a new and more stable infrastructure.
- Negotiated new pricing structure for training which resulted in overall savings of 37.5%.

EDUCATION:

Roger Williams University, Bristol, RI - B. S. Electrical Engineering (Majored in Electronics)

MANAGEMENT TRAINING and CERTIFICATIONS:

- **Certificate** - ITIL Foundations for IT Service Management
- **Schlumberger Management Development Program**
- **Cable & Wireless College**