

Biographical Sketch of Sia Dehghan

Sia Dehghan is a Customer Services and Operation Leader with 20+ years of in-depth experience leading client service, operations, and project teams. Managed resources, multiple priorities, timeframes and created strategic partnerships to achieve aggressive goals. He is known for driving down costs while increasing quality and efficiency through training and process improvements and has excellent relationship management and problem solving abilities. Sia is an effective team leader who delivers productive outcomes within specific deadlines to meet customer satisfaction.



Sia has managed a number of Mergers & Acquisitions transitions over the years by helping Chief Executive Officers, Chief Information Officers and Vice Presidents with change management and culture changes. He has a strong grasp of all modern management concepts, operational cost / profit / cost recovery strategies, customer/service delivery issues and a proven ability to motivate others.

Most recently he has worked at Accenture as a Solutions Architect to provide a flexible global outsourcing solution to reduce yearly cost by 10%.

Prior to that, as a consultant, he has set-up a service department for a project based company and improved the quality of service by 50% resulting in an increase of revenue from \$100K to over \$1MM.

In his 10+ years in an operations and service management position at Schlumberger, he delivered all the contracted SLA's for the troubled accounts and changed the client's negative perception of services to a positive one. He developed strategy to increase service delivery from \$4MM to \$8.5MM and decreased operational costs by 25% (changing net from negative \$500K to positive \$500K after taxes).

Management Skills

Operations	Planning
Staffing	Execution
Process improvement	Leadership
P&L	Outsourcing
Restructuring	

Education and Training

B.S. E.E	IT Service Management Certificate
Service Delivery	Project Management
Organizational Improvement	Quality, Safety, Health & Environments

Industry Experience

- Oil and Gas
- Legal
- Non-Profit Organization
- Technology

As an encourager in the job ministry Sia has motivated and helped numerous people with job transitions.