**SHAHIN KHAN, PMP, ITIL v3, CSM, CCSK**

IT Program and Service Management, Cloud and Cyber Security

SUMMARY INFORMATION

* 20+ years of client, budget, tasks, risk/issue, resource and stakeholder management of mission critical projects. Recent experience and expertise in Cloud technology and Cyber security
* Certified Project Manager (PMI), expert in information technology lifecycle management concepts.
* Risk and issue management; impact analysis that results in recommendations for alternate solutions.
* Change and scope management that aligns short-term priorities with long-term strategy.
* Stakeholder Management that ensures customer satisfactions through communications and management of expectations
* Apply standard problem resolution methodology, identify the source of the trouble and determine the procedures to accomplish corrective actions.
* Certified IT Service Management (ITIL v3) specialist; expert in managing day-to-day operational activities in support of IT Services. Provide strategic guidance for ITSM processes. Work with Business Owner to determine strategy and Service Level goals for a Service. Engage organization in following defined ITSM processes
* Certified Scrum Master (CSM); Expert in managing project combining PMI management framework and agile tools and technics. Understand practice leadership style when managing projects using Scrum as opposed to a traditional approach.
* Applications I managed include mission critical collaborative portal, Task management Application, financial (mortgage and banking); customer support; rules management; enterprise data warehousing; grant management; web-based; document management (collaboration) content management; workflow and task management; statistical reporting (dashboard); and application to treat TBI and PTSD patients using Second Life.
* CCSK (Certificate of Cloud Security Knowledge) Certified
* Experience and expertise in FISMA, NIST, CSF, FEDRAMP, RMF, DIACAP, C&A and all pertinent policy, guidance and procedures. CISSP, candidate for July 2017

**Note:** Active Security Clearance

PROFESSIONAL EXPERIENCE

**Dynamic Technology Systems Inc.; 11/2013 – Present**

**Director, Program Operations: 11/2013 – Present**

* Reporting to the Vice President of Integrated e-Business Solutions by providing program operations advice and serving as the primary lead for implementing operational guidance to support all enforcement activities.
* Manage and direct implementation of the program operations portfolio ($65 M) that includes: Expert Analysis, Process and Policy recommendations to improve program operations effectiveness.
* Manage all Program Management resources, ensuring the company’s policies are implemented consistently through planning, directing and coordinating enforcement programs operations across all IeBs programs.
* Manages the strategic aspects of large engagements and mitigates any risk of fast paced teams that interacts with all stakeholders.
* Oversees Program and Project Managers (4-12) managing 20+ projects and managers working on client engagements within practice. Portfolio includes cross-functional, enterprise-wide, development and infrastructures projects.
* Responsible for staffing, performance management, development and retention.
* Ensures engagement reviews and quality assurance procedures take place for all practice engagements.
* Provides leadership to practice within a geographic area. Interacts with program sponsors, stakeholders ensuring business requirements are met.
* Develops, implements, and maintains sound business practices.
* Develops and implements strategic objectives for practice that are aligned with the region's strategic initiatives.
* Conduct Periodic internal review of all projects/programs brief Senior Management
* Review contract and project documents in order to ensure timeliness of deliverables and the quality of products; coordination of meetings, managing communication with the customer, and managing program resources for TRADOC, FADS, ECMS (eMeb, ePeb) and other mission critical projects.

**Other responsibilities at DTS:**

Program Manager, DISA Migration: 11/2013 – 9/2014

Coordinate, implement, and communicate project plans and technical solutions for Army Publishing Directorate (APD)’s Enterprise Content Management Services systems. Communicate directly with APD’s customers to ensure that technical and business issues are addressed and resolved.

Corporate Program Manager, Camp Bullis Replacement of LMR Shelter and Tower 7/2014 – 1/2015

* Conduct Periodic internal review of all projects/programs brief Senior Management
* Review contract and project documents in order to ensure timeliness of deliverables and the quality of products; coordination of meetings, managing communication with the customer, and managing program resources
* Assisted coordination between project team on site, Government Customer and Corporate Support team

Corporate Program Manager, Flexible Agile Development Services (ELIS/FADS) 9/2014 – present

* Conduct Periodic internal review of all projects/programs and brief Senior Management
* Participate in Scrum Calls, Review Design and Architecture document and provide improvement recommendations to the Team at
* Coordination of meetings, managing communication with the USCIS customer, and managing program resources
* Assisted coordination between project Team Lead on site, Government Customer and DHS and Corporate Support team

Corporate Program Manager, Cloud Product Development (Zero2Cloud/HyperATO) 9/2015 – present

* Conduct Periodic internal review of all projects/programs and brief Senior Management
* Conduct Design Strategy session aligning Sales and Marketing strategy with product road map
* Coordination of meetings, managing communication with product owner, partners and other internal stakeholders
* Assisted coordination between project Team Lead Customer and Corporate Support team

**Metters Incorporated; Program Manager; 08/2012 – 10/2013**

* Responsible for day-to-day oversight and management of several programs, including the Dept. of Veterans Affairs (VA) Child Care Records Management System (CCRMS); the VA HR Academy Knowledge Management Portal (Link: HR); Wide Area Network standardization for VA Region-1; Federal Deposit Insurance Company (FDIC) Vendor Risk Management (VRM) project, and the transition of the Dept. of Homeland Security Standard Lightweight Operations Programming Environment (SLOPE) program.
* Ensures the timeliness of deliverables and the quality of products; coordination of meetings, managing communication with the customer, and managing program resources.
* Member of the Metters’ Capability Maturity Modeling Integration (CMMI) Board to assist in achieving CMMI Level 3 assessment certification.

**Strategic Health Solutions (Consultant), Omaha Nebraska; Task Manager; 06/2012 – 08/12**

* Task Manager responsible for overall transition of Document Management, Release Management, Change Management, Business Analysis and Testing Services. This was the Transition Management task for Medicare Secondary Payer Integrity Contract (MSPIC) from existing contractor of CMS to the Strategic Health Solution.

**Fannie Mae (Consultant); Sr. Project Manager; 09/2010 – 03/2012**

* Led number of projects with great attention to identify problems; determined accuracy and relevance of information in order to streamline use of enterprise data and saved $2.5 million yearly operational and maintenance costs. Managed day-to-day activities of number of enterprise data warehousing projects consisting of 30+ team members from multidisciplinary technical teams, thousands of users and hundreds of stakeholders with well-developed oral and written communication skills.
* While managing this program, I have analyzed, assessed, and improved program effectiveness as it relates to IT. Assigned, reviewed, and supervised the work of 30+ team members

**Evolvent Technologies Inc.; Program Manager; 04/2009 – 07/2010**

* Managed number of Health IT development and integration projects technical teams for the Military Health Services (MHS) and TRICARE Medical Activity (TMA) at DOD. Managed $6.5 million yearly budget and 25 technical and business resources with well-developed oral and written communication skills with great attention to details and customer service using IT lifecycle management concept.
* Responsible for strategic and tactical program management for Virtual Worlds, a research and development project for Defense Center of Excellence; Survey Data Repository, a Data Warehousing and Business Intelligent project for TMA; SG-Task; a Work-flow Management System for Air Force (AF) Surgeon General's Office; and Knowledge Exchange, a social networking, document manage­ment and sophisticated knowledge sharing portal that supports 80,000 Air Force medical users and over 400 knowledge junctions. In managing these projects, used program management principles, methods, and practices. Applied knowledge to formulate, present and execute budgets using federal acquisition management policies and procedures. While managing this program, analyzed, assessed, and improved program effectiveness as it relates to IT.

**Ementum; Sr. Manager; 01/2008 – 04/2009**

* Member of the HSPD-12 Program Management team under DOJ Office of Chief Information Officer (OCIO) tasked with solution development and implementation of HSPD-12 across entire organization using agency-wide practiced methodology with attention to details and customer service.
* Provided direct project management support to the components technical integration, data warehousing and development teams using the integrated project plan to ensure the timely delivery of intended requirements.

**AOL; Sr. Project Manager (Consultant); 06/2007 – 01/2008**

* Oversaw development and integration for various products (Video, Winamp, AOL Picture, Personal Media and Truveo) internationalization and localization effort for country portals in Europe, Asia and Latin America. Responsible for ensuring appropriate resources, help developed milestones for the schedule to ensure timely completion of projects.
* Managed deliverables and milestones for the project and monthly and quarterly management reporting to the PMO highlighting achievements, issues and risks to keep projects on schedule and on budget. Interfaced with other functional areas managing the project with decisions often impacting several units or divisions.

**Freddie Mac (Consultant); Sr. Technical Project Manager; 09/2006 – 06/2007**

* Responsible for strategic and tactical project management for Rules data warehousing project providing technical solution to business problems with attention to details in user needs and customer service. Partnered with business area to understand data requirements, goals and challenges with oral and other means of communication in order to secure acquisition of the tool.
* Identified problems, determined accuracy and relevance of information; using sound judgment to generate and evaluate alternatives and make recommendations in the information technology specialty areas.

**AOL; Sr. Technical Project Manager (Consultant); 10/2005 – 09/2006**

* Responsible for assembling project teams, assigning individual responsibilities, identifying appropriate resources needed, and developing scheduled to ensure timely completion of projects. Interfaced with other functional areas managing the project with decisions often impacting several units or divisions.
* Used Earned Value Management (EVM) for measuring performance of the project and determining the need to recommend corrective actions. Gained cooperation and commitment from other employees on multi-discipline projects. Managed projects and deadlines in anticipation of customer needs and requirements; effectively design work processes and shapes deadlines to meet those needs.

**Freddie Mac(Consultant); Technical Lead; 09/2003 – 08/2005**

* Led Business Engineering team and provided guidance formulating RUP-like methodology. Worked jointly with the business area and development resources from Inception through Elaboration, Construction and Transition (RUP) of web-enabled Selling System.
* Technical lead for the Business Fact Modeling; a corporate-wide business data standardization initiative. Provided technical leadership in translating business requirements into technical specifications.

**Mortgage Dynamics; Technical Manager, Mortgage Dynamics; 11/1998 – 08/2003**

* Managed technical team of 10 for several development and conversion initiatives for internal and external clients. Provided technical leadership in production support, enhancements and maintenance of existing applications. Design and data model for Simple interest loan, component of Selling System for one of the leading financial company, which supported $10 billion transaction over three years.

**SABRE Systems; Sr. Consultant; 08/1998 – 10/1998**

* Developed a 32-bit OCX for the U.S. Air Documentation Distribution System, which enabled mainframe users to communicate with mainframe Sabre system using Microsoft Office product.

**Bond Technology; Technical Lead; 08/1996 to 07/1998**

* Led the development and implementation of an Accounting Application involving multiple technologies: Excel, Access, VB, Sybase, UNIX and Hyperion/Pillar Accounting package ran on AS 400. Reduced the quarterly financial reporting cycle by 66% for multi-national company. Led development of Loan Origination System for a multinational Bank.

EDUCATION/CERTIFICATIONS

B.S., Computer Software/Software Engineering, University of Central Oklahoma

ACCREDIATIONS

PMP, Institute, 2005; ITIL v3, 2012; CSM, 2012, CCSK 2016 (CSA)