

SHAMIM AKHTAR



(646)239-1054



shamim316@gmail.com



<http://linkedin.com/in/shamimakhtar>

IT leader providing vision, strategy and execution skills on technology transformations and motivating high performing teams. I am currently working as Director of Technical Operations at 1010data (part of Advance Publications) and have previously worked at Ericsson (iconectiv), Equinix, Express Scripts, CBS and Lehman Brothers in New York metropolitan area. I am currently pursuing MBA from Rutgers Business School and have a Bachelor of Engineering degree from Stevens Institute of Technology.

Education

Rutgers Business School, New Brunswick, NJ

Master of Business Administration

2019-2023 (Expected Graduation)

Stevens Institute of Technology, Hoboken, NJ

Bachelor of Engineering in Computer Engineering

2002-2006

Work Experience

1010data (part of Advance Publication), New York NY

01/2021 – Current

Director of Technical Operations

1010data offers SaaS based high performance data analytics platform to financial and retail CPG customers and enables them to make data driven business decisions. The position manages Site Reliability, DevOps and NOC teams and is responsible for infrastructure architecture, engineering and operations for compute, storage, and network services.

- Managed infrastructure engineering and support operations using a global follow-the-sun model with teams based in Europe, Hawaii, and US East and West coasts.
- Lead cloud migration strategy by leveraging cloud native solutions in Azure and AWS. Developed application migration workflows without customer impact from private to public cloud. Reduced dependencies on data center resources and transitioned corporate and infrastructure services to the cloud such as Virtual Desktop, file shares, Active Directory, DNS and VPN.
- Spearheaded data center modernization project by upgrading firewalls to add NGFW capabilities, moved application platform from bare metal servers to hyper converged architecture, implemented distributed storage (vSAN), flattened network architecture, and upgraded WAN capacity to 10Gig leveraging SD-WAN.
- Enhanced security posture with SASE architecture by moving security perimeter to hosted firewall as a service solution. Introduced micro-segmentation for securing east-west traffic within the data center. Partnered with multiple teams to implement zero trust model with RBAC methodologies for employees and contractors.
- Introduced ITIL elements such as ITAM, ITOM, hardware and software life cycle management, patch management, backup, and Disaster Recovery projects. Established CMDB and published IT service catalog with a focus on self-service and automation.
- Laid the foundation for implementing Software Defined Data Center (SDDC) with Infrastructure as Code (IAC) concepts using Terraform and Ansible for building infrastructure elements and Puppet for configuration management and orchestration. Incorporated CI/CD and Agile methodologies for best practices.

Iconectiv, a subsidiary of Ericsson, is a telecommunications services company. The position reports to the Senior Director of IT and manages network, security and datacenter engineering and operations including corporate network for Number Portability Administration Center (NPAC) for US Govt under FCC and NSA guidelines.

- Manage Network Engineering team and lead Datacenter architecture, Hybrid Cloud environment with AWS and Azure, enforce Network Access Controls (NAC), and enhance Infrastructure and Application performance
- Lead Digital Transformation of the business by architecting a secure hybrid cloud environment utilizing AWS and Azure platforms. Served on Cloud Committee to develop Cloud First strategy for building applications on AWS
- Responsible for network performance, reliability and availability, production datacenter support and act as 24x7 on-call escalation manager
- Partner with executive management on annual and project budgets and determine Capex/Opex plans
- Develop strategic direction of IT by reviewing projects and changes as part of Change Approval Board
- Develop employees with technical training, decision making authority and delegate project ownership
- Spearhead production datacenter migration from one facility to another. Redesigned network architecture during migration from legacy infrastructure to Cisco Nexus core switching, ASA and Palo Alto firewalls and Software Defined Network (SDN) with Cisco ACI, inter-datacenter connectivity using SD-WAN
- Corporate HQ migration from one location to another which supports users and 24x7 NOC and SOC
- Performance upgrades by adopting gigabit wired network, 802.11ac Wi-Fi standards, increase internet and MPLS circuit bandwidth and Quality of Service
- Security upgrades for the network by implementing 2-factor RSA authentication, identity based authorization using Active Directory (AD) Groups and Identity Services Engine (Cisco ISE), URL and Malware filtering using Firepower, AnyConnect remote access VPN with Posture policies
- Architected Cisco Wireless solution using 802.1x, Identity Services Engine (Cisco ISE) and 5520 Controllers
- Implemented monitoring and network performance management system using Solarwinds

Equinix is a luxury fitness company operating five separate fitness brands: Equinox Fitness, PURE Yoga, PURE Fitness, Blink Fitness, and Soul Cycle. This is a hands-on manager position reporting to the Senior Director of IT Infrastructure. The position manages network, security, datacenter and telecom engineering and operations.

- Direct and oversee Network, Security and Telecom policy of Equinox and administer and manage IT Infrastructure and Application performance.
- Partner with executive management on annual budget and determine Capex/Opex spend plan.
- Manage diverse architecture, engineering and operations teams consisting of employees, vendors, and partners.
- Develop the engineering team by recommending technical training sessions, and by empowering individual members to make independent decisions and take ownership of project lifecycle.
- Responsible for infrastructure performance, reliability and availability, production datacenter support and act as 24x7 on-call escalation manager.
- Manage router, switch, firewall hardware lifecycle project for 90 locations.
- Migrated Equinox organization to Microsoft Office 365 from Google Gmail
- Lead VoIP rollout across the organization – moving from legacy PBX systems to Microsoft Lync. This includes network upgrades to support PoE capability, WAN bandwidth upgrade and Quality of Service.
- Architected Cisco Wireless solution using 802.1x, ISE and Prime Infrastructure and 8540 Controllers
- Integrated mobile point of sale system to operate over Wifi while maintaining PCI compliance using Microsoft Dynamics backend running on Azure cloud platform.

Previous Work Experiences

Express Scripts (part of Cigna), Franklin Lakes NJ

2014 – 2015

Senior Manager – IT Engineering (Network Infrastructure)

- Manage 12 member Network Operations Center and 4 member Datacenter Support teams.
- Managed Cisco routers, switches, F5's, using tools such as Cisco Prime, Solarwinds, Stealthwatch, and Infoblox.
- Responsible for infrastructure performance, availability, datacenter support and 24x7 escalation manager.
- Streamline network operations and improve SLA by cross training team members and encouraging collaborative projects with network architecture and security peer groups and review network standards.
- Communicate with internal and external business groups and vendors to ensure infrastructure meets expectations and review performance, outages and repair activities.
- Determine required staffing level, and build a global support team with employees and contractors

TalkPoint, New York NY

2014 – 2014

Network Engineering Manager

- Lead Network Engineering team and established KPI's to lower MTTR and increase application reliability
- Responsible for supporting webcasting applications distributed over 5 DC's serving 30 million users per month.
- Managed vendor relationships for network, datacenter, CDN and virtualization.
- Implemented network management and monitoring system to track system performance, demonstrate trends and allocate resources to prevent future bottlenecks. Used utilities including PRTG, SolarWinds and Cacti.

Outfront Media (CBS Outdoor), New York NY

2010 – 2014

Manager of Network Engineering

- Managed network supporting 2,000 users in 50 branch offices and 2 Datacenters. Provided 3rd level escalation support for technical issues on Cisco routers, switches, WLC, and ASA firewalls.
- Implemented scalable network of 600 wireless advertising displays including Billboards, and prototype displays. Upgraded advertising network architecture to 4G. Redesigned network for real-time ad campaigns.
- Managed vendor relationships and projects were recommended to management with budget and ROI analysis.
- Architected network migration path as part of CBSO IPO and separation from CBS Corporation.
- Designed and implemented Solarwinds monitoring for servers, routers, switches and firewalls

Exenet, New York NY

2006 – 2010

NOC Engineer (Lead)

- Worked on and resolved: MPLS issues, BGP & EIGRP routing issues, PIX / ASA access list, IOS upgrades, Fiber, T1 & Frame-relay circuit activations and site-to-site IPsec VPN.
- Visited clients for quarterly reviews and discussed customized solutions for potential projects.
- Analyzed device logs on routers, switches, firewalls and servers, CA Spectrum, eHealth, and InfoVista
- Deployed VMware ESXi virtualization and migrated physical to virtual servers using P2V.

Lehman Brothers, New York NY

2005 – 2005

LAN Engineering Intern

- Supported trading floor network issues and provisioned new connections as needed.
- Resolved local area network issues using Sniffer Pro, Fluke OneTouch and NetTool.
- Ran cabling and patched new IDF connections for add/move/changes to the network.
- Documented and monitored progress of incidents in Remedy ticketing system.

Bergmann Associates, Jersey City NJ

2004 – 2005

Computer Aided Design Technician

- Identified and resolved software and hardware issues like network connectivity, PC and printer issues
- Designed runway lighting renovations electrical plans using AutoCAD and Microstation