**Zeeshan S**

**MBA, PMP, CSM**

# Service Now Architect/Cloud Solutions Architect/Integration Engineer

15+ years of experience leading IT and Cloud initiatives implementing modern platforms providing IaaS, SaaS, PaaS, multi-tenancy, multi-tiered infrastructure, Serverless, Function as a Service and Database as a Service. Successfully migrated four applications, integrating three major business units, leading to streamlined operations. Leveraged AWS, Azure Cloud and low-code/no-code SaaS services such as ServiceNow, Microsoft Power Platform, Alation, Collibra and others to architect and deploy advanced, complex solutions in five countries.

# Areas of Expertise

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| * Team Leadership & Development * Strategic Planning & Analyses * Program Management * Solutions Architecture | * Executive/Stakeholder Engagement * Business Process Re-Engineering * Agile Project Management * Change Management | * Policy Development and Implementation * Qualitative/Quantitative Analyses * Business Intelligence (BI) * Problem Solving |

***Technical Skills:*** *IT Policy and Data Governance, Software Development Lifecycle (SDLC), Service Oriented Architecture, Microservices, Event Driven Architecture, Data warehouse, DataMart, Data Lake, Data Modeling, Data Pipeline Configuration, ETL, Continuous Integration and Continuous Delivery (CI/CD), GitHub, Kubernetes, Dockers, Jenkins, Databricks, Collibra, SQL, MySQL, Oracle, Postgres SQL, Microsoft SQL Server Integrated Services (SSIS), Python (Pandas, NumPy, PySpark), REST API, VBA, MS Dynamics 365, MS Power Platform (Power Apps, Power Automate, Power BI), MS Office 365, MicroStrategy, Tableau, MS SharePoint, Aris, erWIN, MS Visio, JIRA/Confluence, ServiceNow (ITSM, SPM, ITAM, ITOM, CMDB, Service Portal, Service Catalog, Flow Designer, App Engine Studio, Performance Analytics, Integration Hub, Knowledge Management), Data Quality Validation, Data Security (at Rest and In-Motion, RBAC, ABAC, PBAC), Data Loss Prevention (DLP), ServiceNow, AWS (IAM, S3, EC2, RDS, Lambda, Code Pipeline, Load balancers, CloudFormation, Data Migration, DataSync, EKS, ECS, Glue, QuickSight, Security Hub, CloudWatch, CloudTrail, GuardDuty, Inspector, Shield), Azure (Azure Portal, AD, VM, Data Lake Storage, Data Factory, Migrate, Monitor, Azure Resource Manager, WAF, Defender for Cloud, Sentinel, KeyVault)*

# Accomplishments

* Managed delivery of 30+ projects with $50+ Million funding using Agile delivery frameworks for Data Migration, Data Integration, Business Intelligence, ETL and Java solutions in on-prem, cloud and hybrid models.
* Cut 3K manual hours across multiple accounting processes annually through the Robotic Process Automations..
* Automated ETL processes from relational databases and non-relational databases creating 20+ data pipelines.
* Reduced system downtime by 40% through proactive infrastructure enhancements and predictive maintenance.
* Led the successful implementation of a scalable, fault-tolerant enterprise architecture, leveraging TOGAF principles, which resulted in a 30% increase in system efficiency and a 25% reduction in operational costs.Career Experience

Global Solutions Group 10/2023 – Present

Lead Enterprise Architect

Provide lead ServiceNow Architect and enterprise architecture support for a federal client. Direct the strategic transformation from custom-built solutions to a Low-Code/No-Code environment, maximizing the use of ServiceNow's out-of-the-box functionalities. Oversee the lifecycle management of custom applications, from initial requirements gathering and analysis to design, testing, and implementation in an agile delivery lifecycle. Establish a comprehensive migration vision and implementing ServiceNow modules such as ITSM, CSM, Employee Service Center, Service Portal, Knowledge Management, Integration Hub, CMDB and others to streamline service management, automate complex workflows, and enhance integration with cloud-based data repositories. Define and guide the delivery roadmap for custom workflow automations and system integrations, ensuring alignment with industry best practices for IT Asset Management, CMDB, and broader ITAM capabilities. Lead configuration and customization efforts of ServiceNow by implementing client and server-side scripts, managing UI policies and actions, and scheduling jobs to automate tasks efficiently while ensuring secure access control through robust ACLs, group, and role management. A key aspect of my role includes the development and optimization of ServiceNow workflows, covering Incident, Problem, Change, and Service Catalog processes. Manage system clones and upgrades to maintain platform stability and to facilitate the seamless adoption of new features. Lead integration of various data sources to deliver insightful dashboards and visualizations utilizing ServiceNow Performance Analytics. Provide SME support and data engineering support for governance of data models, coding standards, data integrity, and automation tools. Champion ServiceNow’s digital and automation solutions, showcasing existing capabilities while identifying new opportunities to enhance the client’s digital transformation journey. Lead proof of concepts and prototypes for multiple enterprise wide initiatives including Virtual Agent, automated resource provisioning and monitoring of public cloud resources and others.

Dexian 11/22 – 09/2023

Principal Solutions Architect

Optimize IT infrastructure, ensuring client operational continuity through excellence in web platform technology architecture, cloud architecture, database design and data pipeline architecture emphasizing high-quality, reliable, and available system infrastructure. Collaborate with platform architects and development teams to guarantee the constructive collaboration of technical strategies with business aspirations and objectives. Architect and design robust cloud native and SaaS solutions (ServiceNow) tailored to unique needs, emphasizing scalability, high availability, security, and resilience. Proactively monitor IT systems, guaranteeing swift issue resolutions. Establish an innovative e-governance framework underpinned by stringent IT policies. Prioritize security, managing application access and delivering pivotal BI insights to stakeholders. Strategically select and oversee vendors, ensuring punctual, budget-aligned, quality outcomes. Direct digitalization strategies, ensuring alignment with organizational objectives and maximizing AWS cloud benefits. Spearhead IT initiatives, prioritizing AWS cloud migrations, and championing best practices. Guide custom app development using low code/no-code solution utilizing ServiceNow. Developed and implemented ServiceNow CSM, GRC and other modules for custom risk and controls assessment of multiple business functions. Identified process improvements, and recommended changes to emphasize standards, supportability, and performance management. Led ServiceNow CSM for the custom application development for end-uses reporting on multiple risk and controls. Analyzed reports and developed scripts (Client scripts/Business rules/ UI policies / AJAX / REST API) that reduced the Average Handle Time for the risk monitoring and reporting teams. Developed portals for multiple knowledge base for multiple end user groups. Maintained ServiceNow database for consistent data across the instance as well as external Azure and on-premises databases. Gathered requirements in Jira and worked in an agile development. Oversaw tech infrastructure enhancements, and lead system administration, focusing on user access and security management.

* Automated 80% manual processes in first three quarters gaining 25% operational efficiency at 15% lower costs.
* Led cloud services enhancements effort that achieved 99.8% uptime for critical IT systems in 12 months.
* Successfully built cloud infrastructure and migrated four applications on public and private cloud in 6 months.
* Implemented cloud enhancements resulting in 35% reduction in operational costs for risk & control applications.

JSI Telecom, Chantilly, VA 5/22 – 10/22

Director of Professional Services

Provided technical leadership and cloud SME support for the soft engineering, solutions development, and technical training teams. Collaborated with the federal government (Department of Justice, Federal Bureau of Investigations) and commercial entities in US, Latin America and Far- East Asia on solutions delivery from discovery of requirements to post go-live review and extension of solution in other areas in an agile environment providing priority and emergency telecommunication services. Ensured project delivery within scope, time and budget and extended partnership with customers through presenting other data analytics solutions. Provided cloud architecture SME services for various data analytics solutions in multi-cloud environments. Collaborated on variety of systems engineering aspects to include systems integration, data migration, virtualization, and networking. Defined and monitored PMO functions including PMBOK artifacts, project KPIs to track project delivery status and quality and brief executive leadership and board.

Deloitte & Touché, LLP, Arlington, VA 2/19 – 5/22

Senior Consultant/Cloud Solutions Architect

Directed three cross-functional teams, shaping tailored tech strategies from planning to adoption. Collaborated with federal agencies (Department of Justice, Department of Homeland Security) on advanced tech solutions, including data mining, RPA, AI, and Machine Learning in an agile environment. Led technology architecture development including web platform technology architecture. microservices, services-oriented architecture, database design and pipeline architecture ensuring high performance, availability, and delivery standards. Facilitated cooperative engagement between architects, developers, and engineering contingents to harmonize technical frameworks with business goals and vision. Initiated and managed technology research and documentation, establishing reference architectures and steering decisive architectural forums. Led customer workshops, emphasizing AWS/Azure solutions and low-code no-code solutions like ServiceNow, MS Power Automate, and shaped best practices. Provided public cloud architecture support to include provisioning of resources in AWS and Azure Cloud environments for data migration, application migration (Lift & Shift, Lift & Optimize and Re-architect), data pipelines development, CI/CD pipelines. Championed adoption of low-code/no-code application development for IT Service management, IT Asset Management, Configuration and Change management and Knowledge Management. Configured and implemented multiple ServiceNow modules to include CMDB, ITBM, ITSM, Service Portal and Integration Hub. Performed system and application configuration and management. Completed development, configuration and workflow administration to support business processes in the platform. Served as a liaison among development teams, application services, and the business, including functioning as a Subject Matter Expert on the delivery of ServiceNow solutions. Implemented ServiceNow out of the box functionalities and customized those using custom scripts. Designed, planned, and integrated AWS/Azure and hybrid solutions using industry best practices, well architected framework, and modern cloud-native deployment techniques such as DevOps into IaaS, PaaS, and SaaS environments. Spearheaded collaboration for operational improvements and tech enhancements for government emergency telecommunication services and priority telecommunication services. Implemented a customer-centric approach focused on advancing stakeholder communication, removing road blockers, resolving chronic issues, and adopting a data-driven posture.

* Automated ETL processes from relational databases and non-relational databases creating 20+ data pipelines.
* Realigned $40 million in funds over the period of 3 years through correction of accrual methodology.
* Improved cloud infrastructure uptime by 40% in 6 months, utilizing Kubernetes, Dockers, and other automation tools.
* Reduced cloud costs by 35% in 12 months through AWS infrastructure and configuration optimization.

Institute for Defense Analyses, Alexandria, VA 8/12 – 2/19

Senior Technical Program Manager/Senior Solutions/Data Architect

Led solutions architecture, data architecture and cloud architecture efforts. Provided expertise to integrative, cross-functional teams supporting federal government clients including Department of Defense and Department of State. Provided Subject-Matter Expertise in developing on-premises, hybrid and cloud solutions architecture in AWS and Azure. Developed application and data migration strategies to include migration plans, cloud Infrastructure provisioning using IaaS, PaaS and SaaS Infrastructure, development of cloud center of excellence advising on cloud adoption, current trends, and industry best practices. Managed the full spectrum of complex IT governance and technical development programs in on-prem, hybrid and cloud environments. Led web platform technology architecture efforts, prioritizing performance, reliability, and quality in all deliverables. Spearheaded technology research and documentation initiatives, creating reference architectures and guiding architectural determinations for a variety of use cases including IT Service Management, Cloud Adoption, data analytics, operational efficiency, risk management and cross agency communications including emergency telecommunications and priority communications for national security. Defined and developed business portfolio architecture blueprints to align technological capabilities with organizational objectives. Led the POC/MVP for a modernized SaaS based IT Service Management and IT Business Management solution utilizing ServiceNow ITSM and ServiceNow ITBM. Developed conceptual and logical data model, systems Interface descriptions, capability development roadmaps to enhance IT Services capabilities. Streamlined business processes, optimized data governance, enhanced system interoperability, and facilitated system-to-system interactions, ensuring compliance with industry standards.

* Increased customer satisfaction to 90% by driving continuous communication and adopting a data-driven approach.
* Delivered 30+ projects successfully, with $50M+/fiscal year and teams operating in 5 countries.
* Revamped cloud services using Well Architected Framework resulting in 80% reduction in downtime over 9 months.

# Additional Experience

Director of Finance, MedTech Institute, Silver Spring, MD

Supervisor, Northern Virginia Community College, Woodbridge, VA

# Education

Master of Business Administration

University of North Carolina, Chapel Hill, Kenan-Flagler Business School

Bachelor of Science, Aeronautical Sciences

University of Peshawar, Pakistan

# Certifications

Project Management Professional (PMP), Project Management Institute (PMI)

Certified Scrum Master (CSM)

Microsoft Certified: Azure Fundamentals

Microsoft Certified: Azure Data Scientist Associate

Microsoft Certified: Azure Data Engineering Associate

Microsoft Certified: Azure Solutions Architect Expert

AWS Certified Cloud Practitioner

AWS Certified Solutions Architect - Associate

CompTIA Security+

SAFe Agilist

ServiceNow Certified System Administrator