

# BAHRAM KHANDAN

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## Information Technology Professional

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### PROFILE

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Visionary business and technology leader with experience delivering and reenergizing process efficiency via software, hardware and technical operations expertise. Multi-state, multi-site technology service delivery background includes providing network, Oracle ERP development and application integration throughout diverse industries including manufacturing, aerospace, consumer products, legal and sales organizations. *Core competencies include:*

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|--|---|-----------------------------------|
| · Strategic Planning                   | · Budget Management                                 | · Coaching & Team Building        |
| · Program/Project Management           | · Infrastructure Design & Development               | · Contract Negotiations           |
| · Vendor Risk Mgmt.                    | · Oracle ERP Hosted Env.                            | · VMware Virtualization           |
| · Software Licensing Management        | · Maintenance Contract                              | · Telecom Data Carrier Mgmt       |
| · IT Purchasing All Enterprise+ Oracle | · Licensing Terms/contracts All Enterprise + Oracle | · Procurement and Vendor Mgmt.    |
| · Network Security                     | · Storage/SAN/NAS                                   | · HP Fiber channel                |
| · Evault Backup System                 | · VMware ESX Backup                                 | · VMware Infrastructure           |
| · Corporate IT                         | · Amazon AWS(EC2,S3)                                | · DNS, DHCP, DMZ, WAN             |
| · Productivity Improvement             | · Customer Relationship Management                  | · Solution Research & Development |
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# SUMMARY

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Hands on Leader, Project Manager, Client Engagement, Vendor Management

- A dedicated customer advocate and trusted partner with unique ability to effectively “speak” both “IT” and “business” across IT teams, cross-functional business units, stakeholders, customers, partners, and vendors.
- Consistent success managing enterprise-wide project lifecycle through all phases. Very adept at analyzing client needs, identifying optimal approaches to execute projects, and building client relationships with C-level executives.
- A technology & business executive with global experience in directing business initiatives, product offerings, and post-sales services to produce exponential increases in - business efficiency, client satisfaction, client retention, market share, and revenue growth in the technology sector.
- A mature strategist committed to achieving revenue growth through - driving key initiatives, evangelizing customer-centric technology solutions and services, customer satisfaction, improving key processes, and aligning IT and business objectives.
- Strong mix of technical, management, leadership, organization, team-building, people, communication, and presentation skills.

## Specialties:

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|--|---|
| <ul style="list-style-type: none"><li>• IT Service Delivery</li><li>• Program &amp; Project Management</li><li>• Client/Professional Services</li><li>• IT Governance</li><li>• Account Management</li><li>• Client Engagement Management</li><li>• Product Management</li><li>• Business Development &amp; Consultative Sales</li><li>• Vendor (Performance) Management</li><li>• Software Implementation</li><li>• Relationship Management</li></ul> | <ul style="list-style-type: none"><li>• Software Development</li><li>• SDLC</li><li>• Retail Industry</li><li>• Supply Chain Management</li><li>• Consulting</li><li>• Contract Negotiations</li><li>• SLA &amp; SOW Adherence</li><li>• Offshore Team Management</li><li>• eLearning</li><li>• Global Initiative</li><li>• Local and Government Enterprise</li></ul> |
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## SELECTED ACCOMPLISHMENTS

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- Complete Rollout of VMWare Enterprise Infrastructure across the Enterprise
- Instituted Storage Area Network (SAN) supporting multiple systems, fiber channel and attached storage
- Software Licensing, Vendor Mgmt. Contract Mgmt. Oracle Contract Negotiations for Hosted Platform
- Microsoft, Oracle, Symantec, Vmware, Novell, Evault, Software License and Mgmt. and Contract negotiations
- Procurement of All Software, License, Hardware, Maintenance Contracts, Outsourced Support
- Manage All Hardware and Software Inventories
- Review All Contract Bids by Resellers for Best negotiated terms
- Maintained hosted Oracle environment at Oracle On demand in Austin, TX, encompassing production, test and development; interfaced with Oracle Software Delivery Manager (SDMs) for all related application purchases
- Managed multiple Evault Backup Systems in two states across the enterprise (virtual machines and data backup)
- Monitored all setup, design, approvals of advanced shipping notice (ASN) UCC128 Bar Code Labels; served customers such as Walmart, Target, Kmart, AutoZone, Home Depot, US Army
- Oversaw all Oracle 11x application, database upgrade 10g and testing verification by users and developers
- Rolled out Oracle Enterprise Resource Planning (ERP) software with extensive and complicated firewall requirements, intrusion detection and anti-virus protection at the enterprise level
- Implemented Wide Area Network (WAN), Microsoft, Novell Mixed Network, and LINUX
- Established Cisco & Sonicwall VPN for five sites across two states via the Internet T1s & redundant firewall system; supported over 400+ nodes, 150 workstations (XP)
- Oversaw Development of Applications using .NET, ASP, Oracle, SQL
- Performed Service Level Agreement with Telecom Providers
- Reporting software, Crystal Reports, Payroll Software and Various Oracle project reporting

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## EXPERIENCE

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**UNITED CAPITAL GROUP, INC.** – Irvine, CA

7/2009 -2/2014

**Technical Project Manager**

**Metrocon Inc., (USA, Kuwait, Dubai, Qatar Project)**

- Virtualization Design, Planning, Sourcing, Implementation
- Management, Support & Configuration of Storage Area Network SAN
- Network Design & Implementation
- Vendor Management (Domestic and International)
- Project Management (Network, Infrastructure, Compliance, Framework)
- Middle Eastern Government Requirement Analysis
- Budget Proposals and planning (Client Requirement Review & Analysis)
- Enterprise Architecture Design
- Web Services Architecture & System Integration
- Client/ Use Analysis based on Requirements
- Disaster Recovery Design, Planning, Implementation

**GOODWIN COMPANY, Garden Grove, CA**

**Director of Information Technology**

Played integral role in the company's strategic direction as the top technology official through leadership of all aspects of information technology support at four locations in two states

- Software Licensing, Vendor Mgmt. Contract Mgmt. Oracle Contract Negotiations for Hosted Platform
- Microsoft, Oracle, Symantec, Vmware, Novell, Evault, Software License and Mgmt. and Contract negotiations
- Procurement of All Software, License, Hardware, Maintenance Contracts, Outsourced Support
- Manage All Hardware and Software Inventories
- Interfaced with senior executives to determine needs for automation; planned and managed upgrade projects to meet growth targets
- Presented annual IT report to management regarding status of disaster recovery plan, backup plan and equipment inventory
- Drove all implementation efforts including forecasting, selection & negotiation
- Established company website for associates & customers

*Goodwin Company, Director of Information Technology, continued...*

- Implemented VMWare Enterprise Virtualization to 30+ virtual servers

- Ran customer interface for all data and order processing with (Clorox, Simple Green, Mothers, etc.)
- Provided Citrix remote client interface support to Clorox' SAP ERP system users
- Prioritized, assigned and oversaw outsourced technical team projects and review documentation
- Interacted with data and telecommunication vendors to contract T1 and frame relay; developed design and specifications, purchased and managed contracts
- Led negotiations with suppliers, vendors & outsourced support including Avaya, Ikon
- Handled all time and attendance systems (servers, software, user, time clock, connectivity) and equipment
- Trained all end users on hardware and software updates

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## ADDITIONAL EMPLOYMENT

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### **IRVINE COMPUTER SALES & CONSULTING, Santa Ana/Irvine, CA**

#### **Local Area Network (LAN) Administrator / Network Manager**

Functioned as project manager for customer installations and managed network administration

### **SANTA ANA LAW Offices & ASSOCIATES –, Santa Ana, CA**

#### **Software System Support and LAN Administrator**

*Managed installation, upgrade, support, maintenance and expansion of all hardware and software aspects of Novell Network with 40+ users*

### **LORAL CORPORATION / LIBRASCOPE CORPORATION, Glendale, CA**

#### **Programmer Analyst/Database Analyst - Software Quality Assurance Analyst and Support**

Developed tools and automated the Configuration Management Control Department and all procedures to ensure conformance with the Department of Defense requirements in the production of control systems -Loral Corp. (May 1991-November 1991) Oversaw QA and code review support through the software development cycle for this defense contractor requiring secret clearance - Librascope (August 1990-May 1991)

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## EDUCATION

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### **CALIFORNIA STATE UNIVERSITY, FULLERTON - Bachelor of Science Degree in Computer Science**

*Concentration: System Programming / Special Project: Group Leader for the Jet Propulsion Labs, The Magellan Orbit Display - Implemented as a Software Engineering project at C.S.U.F.*

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## TECHNOLOGIES

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**Hardware / Operating Systems / Specialty Software:** PC/Windows, Linux, VAX (VMS), IBM (VM), Sun (UNIX/Open Windows), Microsoft Active Directory 2000, 2003, 2008. Novell Directory Services, Open Enterprise Server, Cisco Router, Switches, Cisco Advanced Secure Routing Protocols, Cisco VPN, Sonicwall VPN & Firewall Devices, TCP/IP/ DMZ, WAN, LAN, Firewall, fiber channel,

**Software:** Vmware/ESX, Microsoft Windows, VNC, Microsoft Office, Lotus, Sage, Teamwork (CASE Tools), VMS/CMS, Rdb/VMS (Database), Microsoft Frontpage, Microsoft Visio, Adobe Dreamweaver, Adobe Professional, IPSwitch Remote IP Mgmt, Sharepoint, Crystal Reports HP/Compaq Insight Manager Server Mgmt and Monitoring, GroupWise Enterprise Messaging, Microsoft Exchange Messaging, , Symantec Endpoint Security, Sonicwall Comprehensive Gateway Security Suite, Google(Adsense, Adchoice, Adwords) and Microsoft Ad Campaign setup and Monitoring.

**Additional Experience:** Linux in Vmware Environment, Oracle 11x, ERP Solution and setup, Oracle Metalink, Reports, SQL, Strong Communications skills, Strong Analytical Experience in multi Vendor and client support, Procurement of Software, License, Hardware Management, License and outsourcing SLA's, Telecommunications Contracts, Wireless contracts, Consultant and Technician Hiring and support. Strong Knowledge of Oracle Enterprise and Hosted OnDemand Environment with Oracle SDM.