

# Mr. Amir (John) Sheibany

## Curriculum Vitae (CV) : Resume

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### Profile

#### Project/Programme Management (Prince2), Custom Software Development & Consulting

- **16 years** of technical and business experience in the Information Technology Departments of Banking / Insurance, Healthcare and Software Houses.
- Computer Engineering Degree and professional certifications from Lotus, Microsoft and Novell.
- Attained IBM/Lotus Premium Business Partner Status in March 1998 and Prince2 in July 2004.
- **Managed teams of 5 to 15**

### Achievements

#### 6+ years Management experience including:

- **(2006) Program Manager** at “...” – Chicago, providing governance and consulting expertise for a complex, large, IT organization. Re-defining Process Model & Risk Management Discipline. Leading the process maturity improvement initiatives for IT Service Management group, based on ITIL/MOF. Defining Kpi metrics, negotiating SLA's and aligning with underpinning contracts. Operations Management Reviews.
- **(2005) Program Manager** at 'Miami Dade County', supervising 4 project managers and responsible for portfolio of 5 ITIL projects and \$2m budget as part of a service desk implementation
- **(1999) Technical Project Manager** at 'PriceWaterhouseCoopers'-Tampa/Miami, managing a team of 5, in an 80,000 user migration of an E-Biz application to Web browser platform.
- **(2000) Team Manager** in Core Tools group at 'JP Morgan', Wall Street, during JP Morgan & Chase merger. Subject matter expert to PMO on Web tools and Lotus Notes and Project Management software..
- **(1996) IT Manager** at 'Saint Gobain-Glass (UK)', with 3 staff, \$0.4m budget
- **(1995) Corporate Communication Manager** of 'Swiss Air' Partner Company and winner of the prestigious Mercury Award. Vendor management involving \$0.1m budget

#### 10 years Technical Administration & Software Engineering

- Provided **3rd level Production Support** for 12,000 Lotus Notes users at Union Bank of Switzerland (at Group Management office- Zurich). Part of banks desktop architecture and integration team, with global Release Management, **CMDB creation/maintenance**. Enterprise based portals / document management.
- Knowledge of the **full product development lifecycle** of IS Applications, IS Security & Admin., Sarbanes Oxley Audits, and project management methodologies (**Prince2**) with Capabilities Maturity Model (**CMM**) for Software Quality management and ITIL & PSPG for best practices in Infrastructure and software projects. Developed both B2B and B2C model web sites. **Appeared on CNN** for one of these ventures.

### Skill Set

Prince 2 (UK Version of PMI)	3 years	Lotus Script	7 years
Software Project Management	3.5 years	Java Script	5.5 years
Infrastructure Project Management	4 years	DHTML	5.5 year
IT Manager	3 years	XML / XSLT	6 months
Lotus Notes Programming	10+ years	Business Analysis	10+ years
ITIL & PSPG implementation	6.5 years	Cost Accounting	10+ years

### Work Experience

**Present 2006**

**Skills**

**Program Manager: “...”, Chicago, USA**

*Leading process maturity improvement initiatives for ITSM group based on ITIL/MOF. Consulting and Governance. Negotiating SLA's, OLA's within 5,000 persons enterprise dispersed on 3 continents.*

- Optimized Incident, Problem Change Management, Configuration, Service Level, Capacity and Availability Management based on the ITIL (v2.0) framework. Starting up project for Configuration Management Database (CMDB) and general compliance with MOF (Microsoft Operations Framework v3.0)
- Assist in reporting from Service Desk application (CA UniCenter) and defining Kpi metrics. Provided VP & C-Level presentations.
- Re-defining Process Model & Risk Management Discipline. Defining PM methodology for ITSM team and supervising staff training.
- Establish benchmark guidelines for how ITSM team should function and what ideas should guide decision-making. Attracting, developing, and retaining skilled & talented ITSM Operations staff.

**July 2005 to  
Feb 2006**

**Skills**

**Program Manager: Miami-Dade County Public Schools, Miami, USA**

*Managing Portfolio of 5 ITIL projects, including a foundation project with a \$2m budget to supply a service desk for 365,000 students and 50,000 employees.*

- Implementing Change Management and Release Management based on the ITIL framework. Starting up project for Configuration Management Database (CMDB) and including MOF (Microsoft Operations Framework)
- Implementing a \$1.85m Service Desk installation (iHEAT) and facilitating ITIL workshops for the post ITIL foundation certified students and providing project assurance for the board of directors.
- Managing 4 Project Managers across a portfolio of 5 projects using Earned Value Analysis in MS Project and other business performance metrics. Primavera has now been chosen by client as PM Scheduling tool for the organization. Also I helped structure electronic questionnaires to be sent out to business units to identify areas for improvements.

**Aug 2004 to  
Oct 2004**

**Skills**

**Project Manager: West London Education Service, London, UK**

*Prince 2 Project Management. (and hands on ICT internet expert) responsible for creating a central directory tool for all Children's Education Services*

- Including creation of project brief, PID, Change Requests & MS project plans. Liaising with other project managers and content managers to facilitate a customers experience through relevant material through this franchise to other government (local, national) departments & voluntary agencies.
- **Managing the delivery, testing & acceptance of tools.** Responsible for holding workshops with key stakeholder to define strategy for global search tool, navigation tools and interactive applications for each of the user communities.
- Ensuring e-GIF v6.0 compliance (**e-Government Interoperability framework**) based on the TSC provided by the office of the e-Envoy, as well as enforcing compliance with existing ITIL best practices.

**Sept 2003 to  
August 2004**

**Project Manager: NEOS Interactive, Soho- London, UK**

## Skills

*PRINCE 2 Specialist & Project Management for an entertainment and on-line media company. Creating an interactive company web site and content management strategy.*

- **I was involved in started up this project.**
- Created processes for **Configuration Management** (Tracking products and Documentation, including a new Filing Arrangement) and **Quality Management** (Quality Requirements and response), based on **Prince2 Methodology**.
- **Implemented Change Control techniques:** (Capture, Logging, Assessment and Decision).
- **Proposed** changes in **managing Stage boundaries** (Planning the next stage -Products, Activities, Resource usage- and formalizing exception plans) and **Closing a Project** (Preparation for closing their Projects in an orderly way – preparation of formal End-Project report after customer sign-off. And identification of lessons learnt and follow-on recommendations plus planning for post project review).
- Prepared and performed **review for Project Assurance**.

Feb 2000 to  
June 2003

## Skills

**Senior Consultant:** [Alliance Group](#), New York / Tri State USA

*Custom Software Development, Project Management (Prince2), and Consulting. Working at their client sites: JP Morgan, New York Stock Exchange (DTCC) on Wall Street, Johnson & Johnson and Franklin Templeton Investment Bank.*

**Business Analysis** of existing and future processes. Workflow automation of new business processed. Front end to a \$100m+ project.

- Gather user requirements. Documented **with detailed project plan in Visio and MS Project** the current process and the desired future process. Identify difficult technical hurdles early on. Suggest range of possible solutions to these. Initiated investigation of new project idea's, developed & delivered presentations to internal customers. Preparation and pilot took 3 month.
- Provide Pilot application, to enable users to visualize the basic structure of their application and thus permitting additional changes and enhancements.
- Complex nature of the workflow required a Workflow Engine. It was decided, by IT management to **build a Workflow Engine in-house** rather than buy from 3rd party suppliers. This to be generic enough to be re-used with other workflow problems of the company. This in itself took 3 months to develop, as a Notes application coded with Lotus Script functions.

**Team Lead of Lotus Software for core Apps. Dev. Tools** team, working on Chase Manhattan / JP Morgan merger project.

- Predominantly Lotus Script with r4.5 coding. Lotus Domino 4.5 / Websphere 3.0
- **Team Manager** for New York Development and support team. Primarily responsible in PKS Application. A Project Management and Customer Service tool, that **put in code the PM Methodology for the whole of JP Morgan**.
- CMM2 compliant (**Capabilities Maturity Model**). Used as part of **Six Sigma quality management** initiatives.
- Re-engineered databases and improved business need, customer interface and functionality.  
Created a **PSPG (Policies, Standards, Procedures, Guidelines)** for Lotus Notes aspect of project with a focus on **programming best**

**practices and documentation standards.**

Successful troubleshooting & support of Notes Client based/ web based applications, **performed requirement & feasibility analysis for application upgrade to web/r5.**

**June 1999 to  
Jan 2000**

*Skills*

**Principle Consultant/ Technical Project Manager:**  
**[PriceWaterhouseCoopers](#), Miami & Tampa USA**

*Web enabling Knowledge Management application for World-wide E-Business Management Consultants. Project involving graphics artist for interactive front-end, Lotus Script programmers for back-end e-Commerce agents.*

As Project Manager & lead technical consultant my responsibilities were to:

- Design the application architecture of a new web enabled application. Provide skills transfer training to PwC. Manage a team of two independent consultants and two PwC resources, report monthly to steering committee, provide weekly status reports. Establish an application development methodology for this project.
- Enhance the Notes 4.5 application with shopping basket functionality, for internal purchase of documents and Domain Search functionality (involving extensive Lotus Script).
- Port the whole application to a Domino 5.02 server for access from web clients. This involved managing graphics artist (including Macromedia FLASH 4), for interactive front-end, Lotus Script programmers for back-end e-Commerce agents. Writing code in JavaScript for client side functionality. Enabling Java applets for views, rich-text fields and making performance analysis of this compared to HTML/JavaScript variants of the same.
- Provide the right performance scale for the application. This was an international project. The application was potentially used by 80,000 of PwC 160,000 employees. We had 50,000 active users and 20 full time document administrators. I was working in Miami/Tampa for Management Consultancy Services based in London, with Project teams in Dallas and New York.

Additionally interfaced the London Business School (extranet) to the rest of PwC intranet. Provided Notes 4.55 and 5.02 interoperability testing. Provided a demonstration of XML capabilities of this App. Project budgeted at 1000 hrs, was completed in 770 hrs.

**Oct 1998 to  
June 1999**

*Skills*

**Domino Developer, Intranet Consultant: [Department of Health](#), Whitehall, London, England**

*Lotus Domino Development on various Extranet projects. Intranet Consultant for the Department. Lotus Domino Server Performance enhancements.*

**Aug 1998 to**

**Lotus Domino Designer: [Agora Professional Services](#), Kingston-upon-**

Sept 1998

Thames, England

Skills

*Javascript, LotusScript, Domino Development.*

This **Lotus Premier Partner** was started by the **Managing Director of Lotus Consulting -UK, and a Director from Anderson Consulting**. They focus primarily on the Healthcare industry of the UK. Worked with them on the Alpha release of Notes 5 on a project to automate the healthcare providers in the UK. (The project scale was such that Notes 4 could not handle the volume of data). Worked with Lotus as a pilot site demonstrating the effectiveness of their then new Notes 5 in Industrial scale Apps.

May 1998 to  
July 1998

Consultant on PM Software : [McGinley Construction](#), Harrow, England

Skills

*Consulting, Network Management, Project Management, Application Development.*

- Developed a suite of Project Management Applications in Lotus Notes, and enhanced existing ones.
- The company management processes were fully automated from Contract tendering, to Resource and Material management, to post delivery Tenant Liaisons.
- Created McGinley OS where desktops would boot into a fully contained UI.

Nov 1996 to  
May 1998

Lotus Notes Consultant : [Union Bank of Switzerland](#), Zurich, Switzerland

Skills

*Release Management, Software Development, Desktop & Server Builds.*

Information Systems Infrastructure Department, as part of the 10 people International Lotus Notes Competence Center (3rd level support). Working as Web (Domino, IIS, Apache) specialist at UBS.

- Global Lotus Notes Applications Coordinator (**30%**). This role would now be defined as **Release Manager** today. I created a database driven software tool for server build and configuration management and included a primitive Change Management process. I named it **CMDB**. A term that later became popular after widespread adoption of ITIL.
- **Application Developer/Consultant** for Group Management (**50%**): Developing Notes 4 and Domino-ready applications.
- Technology Leadership / **System Integration (20%)**: Evaluating products biased towards web based Document Management and Calendaring and Scheduling.

Additionally I have helped prepare a **Business Case** for venture capital funding. **Company spokesman (CNN April 26)**. Core technologies: Domino/Web Sphere and Domino Off-line services and extended search. Implemented back-end, Project Management and Help desk systems.

IBM Premier Business Partner Training  
C.I.M.A (UK's Cost Accounting)  
Lotus Notes Principle CLP (v3, r4, r5)  
Novell CNA (certified network administrator)  
Skill Path: Managing Multiple Projects,  
Objectives & Deadlines

EXIN: I.T.I.L. Foundation: Achieving Service Leadership  
Learning Tree: Preparing for the PMP Exam  
Learning Tree: Prince 2 Foundation and Practitioner  
Learning Tree: Project Management in Software Development  
Learning Tree: Project Risk Management

1988-91 B.Eng (Hons) **Computer & Control Engineering**: University of Westminster, [School of Electronic and Manufacturing Systems Engineering](#). Operational Management; designing 16 bit static RAM cell and final year project: Mathematical Modeling of a fermentation process using Artificial Neural Networks technology (for PFIZER UK. LTD. and S.D. SCICON)

1991-92, Certificate in Proficiency of the French language - FRANCAIS POUR L'ETRANGER, [University of Nice-Sophia Antipolis](#).

3 A-levels 11 O-levels (British School system)

**Prince 2, ITIL, Lotus PCLP (v3, r4, r5), Novel CNA**

## Domain Experience

Traveled to 51 countries, worked and lived in 4 of them.

<b>Consulting</b>	5 years	<b>Local &amp; National Government</b>	3.5 years
<b>Investment Banking</b>	8 years	<b>Healthcare Sector</b>	1.5 years