# Attachment A10 – Infrastructure Operations Manager Staff Qualifications

| **INFRASTRUCTURE OPERATIONS MANAGER** | | | | | | | | | | |
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| **PART 1 – RÉSUMÉ** | | | | | | | | | | |
| Contractor | | Kyndryl | | | | | | | | |
| Candidate Name | | Faraz Ahmed | | | | | | | | |
| Position in the Company | | Associate Director, Delivery partner | | | | | Length of Time in Position | | 5 | |
| Project Position & Responsibilities | | Delivery Project Executive   * Responsible for overall delivery of the project, including SLA, Incident management, and change management. Drive the development, execution, and delivery of innovative solutions for top clients across both the public and private sector, leading both technical and administrative aspects of major client engagements. Preside over complex, high-visibility projects, overseeing scope, schedule, and budget to ensure on-time, on-budget, and high-quality deliveries. Continuously look for opportunities in services and provide proposals to clients to support account growth and revenue. * Manage a team of 150 people including direct reports which include PMs, Architects, SMEs, and Engineers * Drive the implementation of the projects * Manage day to day infrastructure operations * Work with service lines to ensure the proper delivery of services is achieved * Lead transformation for clients that helped with cost reduction and increased productivity * Met the financial targets for the last 4 years * Responsible for managing the budget and resources for the client, currently managing the client sized at $320M * Managed the transformation of the environment to Cloud * Led Disaster Recovery Exercise successfully * Drove key projects successfully to completion including network refresh, server refresh, and Internet circuit refresh * Helped implement disaster recovery solution for the client, which helped in the successful recovery of the environment to the alternate DR site. * Manage the support team through KPIs while ensuring the services are delivered on time as per the SLA * Helped lead the effort to fix the security gaps including vulnerabilities and patches * Work with application teams to provide flawless delivery while making sure the SLAs are met * Manage LAN, WAN Network, Security and compliance | | | | | | | | |
| Skills & Qualifications for Project Position | | Operations management  Program management  Incident management  Network & Security  Vendor management | | | | | | | | |
| **Relevant Experience (Add additional tables as needed)** | | | | | | | | | | |
| Project Title | State of CA MMIS | | | | | | | | | |
| Position Title | Service Delivery Manager | | | | | | | | | |
| Begin Date | 04/2013 | | | End Date | | 3/2018 | | # of Months | | 60 |
| Scope and Description of Responsibility | Drive the development, execution, and delivery of innovative solutions for top clients across both the public and private sector, leading both technical and administrative aspects of major client engagements valued up to $200M. Preside over complex, high-visibility projects, overseeing scope, schedule, and budget to ensure on-time, on-budget, and high-quality deliveries. Engage senior client officers across multiple divisions to define organizational goals, develop IT-enabled business solutions, and align IT strategies with broader client objectives of growth, profitability, and productivity. Led 40-member teams to support projects. Manage technical project managers, project managers and technical teams including infrastructure, application, and security.   * Led the team to implement the solution to enhance the performance of a major application for the State of CA. * Introduced, customized, and deployed the Incident automation tool to reduce the amount of SLA misses and manual labor. * Identified need and introduced a new program to better monitor and back-up client databases, ensuring consistent health and full functionality of the systems; reduced end-user issues and enabled proactive identification and resolution of problems before they occurred, preventing severe outages and disruptions. * Led the deployment of an auto-patching tool which helped reduce manual labor.. * Directed 3 disaster recovery exercises in partnership with multiple service lines, ensuring preparedness and establishing response strategy to mitigate damage and business disruption from potential malfunctions and threats. * Drove critical incidents to completion while ensuring no SLA miss. * Deployed infrastructure monitoring to ensure timely resolution of the issues. * Implemented dynamic automation to resolve the recurring issues which resulted in auto correction of recurring issues proactively. * Implemented automated continuous compliance which scans the environment for deviations and fix them according to the tech specs to stay compliant with the security. * Led the infrastructure hardware refresh which resulted higher availability and uptime. * Led the virtualization of the physical servers (PtoV) which resulted increase in application performance and availability. * Built, trained, and coached 40-member teams comprised of Intel, Database, Storage, and Architecture specialists and project managers, aligning cross-functional staff behind a common vision for performance and service quality. * Designed change management compliance and approval process for the client, building an operating framework to ensure client’s full protection in the event of an audit. * Ensured strict adherence to IBM Global Problem and Change processes for all types of work, maintaining discipline and organization despite aggressive timeframes and demanding client expectations. * Managed teams comprised of Unix, Intel, network, database, and middleware application, ensuring the quality services are being provided to the client. * Managed a team of project managers with small to large sized infrastructure and application refresh projects, including server refresh, middleware application refresh. * Responsible for ordering hardware and software for new projects by working with different vendors to ensure the best price possible. * Responsible for license and maintenance renewal for existing hardware and software. * Work closely with clients to ensure the seamless service is delivered. * Continuously analyze the environment to look for opportunities to improve the service by following the best practices. * Responsible for SLA and budget management of multiple vendors ensuring the services are provided according to the contract. | | | | | | | | | |
| Skills Utilized and Experience Attained | Project management  Incident management  People management  Vendor management | | | | | | | | | |
| **Education (add rows as needed)** | | | | | | | | | | |
| **Years** | **Course of Study** | | | **School** | | | | | | |
| 2009 | Bachelor’s in Computer Science/Network Security | | | Depaul University, Chicago, IL. | | | | | | |
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| **Professional Certifications or Designations (add rows as needed)** | | | | | | | | | | |
| Certification or Designation | | | Organization | | Dates | | | | | |
| ITIL Foundation (5770855.20568077) | | | Exin/Axelos | | 2016 | | | | | |

| **PART 2 – INFRASTRUCTURE OPERATIONS MANAGER MINIMUM QUALIFICATIONS TABLE** | | | |
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| Minimum Qualification I-S17 | A minimum of five (5) years of experience as an Operations Manager within the past (10) years directly responsible for management of operations for a large and complex IT system in a cloud environment, preferably AWS. | | |
| **Project #1** | | | **Contact #1** |
| *Company Name: Kyndryl* | | | *Contact Name: Brian Kentera* |
| *Project Name: State of CA MMIS* | | | *Company Name: California Department of Health Care Services* |
| *Time Period: 10 years* | | | *Phone Number:916-275-1498* |
| *Percentage of Time:100* | | | *Email:* [Brian.Kentera@dhcs.ca.gov](mailto:Brian.Kentera@dhcs.ca.gov) |
| *Staff Role: Delivery Project Executive* | | | |
| *Description of relevant experience:* | | | |
| **Project #2** | | | **Contact #2** |
| *Company Name: Kyndryl* | | | *Contact Name: William Mays* |
| *Project Name: State of CA MMIS* | | | *Company Name: California State Department of Health Care Services* |
| *Time Period: 10 years* | | | *Phone Number: 916-628-7711* |
| *Percentage of Time:100* | | | *Email: William.mays@dhcs.ca.gov* |
| *Staff Role: Delivery Project Executive* | | | |
| *Description of relevant experience:* | | | |
| ***Total Duration of all Projects cited to meet the MQ:*** | | ***10 Years*** | |
| Minimum Qualification I-S18 | A minimum of five (5) years of experience within the past ten (10) years supervising teams of 15 people or greater on Projects that involved large and complex IT systems. | | |
| **Project #1** | | **Contact #1** | |
| *Company Name: Kyndryl* | | *Contact Name: Brian Kentera* | |
| *Project Name: State of CA MMIS* | | *Company Name: California Department of Health Care Services* | |
| *Time Period: 10 years* | | *Phone Number:916-275-1498* | |
| *Percentage of Time:100* | | *Email:* [Brian.Kentera@dhcs.ca.gov](mailto:Brian.Kentera@dhcs.ca.gov) | |
| *Staff Role: Delivery Project Executive* | | | |
| *Description of relevant experience:* | | | |
| **Project #2** | | **Contact #2** | |
| *Company Name: Kyndryl* | | *Contact Name: William Mays* | |
| *Project Name: State of CA MMIS* | | *Company Name: California State Department of Health Care Services* | |
| *Time Period: 10 years* | | *Phone Number: 916-628-7711* | |
| *Percentage of Time:100* | | *Email: William.mays@dhcs.ca.gov* | |
| *Staff Role: Delivery Project Executive* | | | |
| *Description of relevant experience:* | | | |
| ***Total Duration of all Projects cited to meet the MQ:*** | | ***10 Years*** | |
| Minimum Qualification I-S19 | A minimum of five (5) years of experience within the past ten (10) years, ensuring the continuity of IT operations services, including both local and wide area networks and cloud-based services on Projects involving large and complex IT systems. | | |
| **Project #1** | | **Contact #1** | |
| *Company Name: Kyndryl* | | *Contact Name: Brian Kentera* | |
| *Project Name: State of CA MMIS* | | *Company Name: California Department of Health Care Services* | |
| *Time Period: 10 years* | | *Phone Number:916-275-1498* | |
| *Percentage of Time:100* | | *Email:* [Brian.Kentera@dhcs.ca.gov](mailto:Brian.Kentera@dhcs.ca.gov) | |
| *Staff Role: Delivery Project Executive* | | | |
| *Description of relevant experience:* | | | |
| **Project #2** | | **Contact #2** | |
| *Company Name: Kyndryl* | | *Contact Name: William Mays* | |
| *Project Name: State of CA MMIS* | | *Company Name: California State Department of Health Care Services* | |
| *Time Period: 10 years* | | *Phone Number: 916-628-7711* | |
| *Percentage of Time:100* | | *Email: William.mays@dhcs.ca.gov* | |
| *Staff Role: Delivery Project Executive* | | | |
| *Description of relevant experience:* | | | |
| ***Total Duration of all Projects cited to meet the MQ:*** | |  | |
| Minimum Qualification I-S20 | A minimum of one (1) year of experience within the past ten (10) years, on a large and complex IT System using Information Technology Infrastructure Library (ITIL) standards and framework. | | |
| **Project #1** | | **Contact #1** | |
| *Company Name: Kyndryl* | | *Contact Name: Brian Kentera* | |
| *Project Name: State of CA MMIS* | | *Company Name: California Department of Health Care Services* | |
| *Time Period: 10 years* | | *Phone Number:916-275-1498* | |
| *Percentage of Time:100* | | *Email:* [Brian.Kentera@dhcs.ca.gov](mailto:Brian.Kentera@dhcs.ca.gov) | |
| *Staff Role: Delivery Project Executive* | | | |
| *Description of relevant experience:* | | | |
| **Project #2** | | **Contact #2** | |
| *Company Name: Kyndryl* | | *Contact Name: William Mays* | |
| *Project Name: State of CA MMIS* | | *Company Name: California State Department of Health Care Services* | |
| *Time Period: 10 years* | | *Phone Number: 916-628-7711* | |
| *Percentage of Time:100* | | *Email: William.mays@dhcs.ca.gov* | |
| *Staff Role: Delivery Project Executive* | | | |
| *Description of relevant experience:* | | | |
| ***Total Duration of all Projects cited to meet the MQ:*** | | ***10 Years*** | |