

ROGER SINGH

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SENIOR STRATEGIC IT LEADER / PROJECT MANAGER

Enterprise Server/Desktop and LAN/WAN Environments

Accomplished technology leader skilled in building and leading high-performance, service-oriented technology services. Effective business partner credited with spearheading the vision and strategies to align technology with business requirements. Experience building solid technology support services (Help Desk, Quality Assurance) from scratch and effectively driving process through an IT organization. Hands-on leader with superior communication, recruiting, and team building skills.

- | IT Strategic Planning
- | Technology Change Management
- | BCP/IT DRP Coordination
- | Systems Implementation
- | Project Management
- | IT Infrastructure
- | IT Support Services
- | Vendor Management
- | Planning & Analysis

Member – itSMF, Texas Chapter

PROFESSIONAL EXPERIENCE

ABC INSURANCE COMPANY, Houston, Texas

May 1997 – May 2003

National Technology Services Manager (March 2002 – 2003)

Technology Services Team Leader (May 1997 – 2002)

Planned and communicated the strategic direction for infrastructure and networking technologies, application quality assurance and help desk services nationally. Credited with spearheading universal improvements in system availability, technology performance, user support, IT-Business communications, staff development, QA, and operational efficiency. Led all planning, integration, and upgrade of the technology infrastructure supporting a 400-node WAN across the U.S. with an annual budget upwards of \$8 million. Reported directly to Vice President, Information Technology. Key contributions include:

Enterprise Systems Implementations & Upgrades:

- | Managed the \$2.5 million deployment, implementation and upgrade of over 70 servers and 500 desktop/laptops nationally, including operating systems, software versions and supporting data-communications infrastructure – liaised with home office and international counterparts in establishing applicable standards.

Strategic Leadership:

- | Centralized the technical support environment, including LAN/WAN Administration, Network Management, and Application Help Desk – dramatically improved customer response time, incident management, and cost control.
- | Created a Quality Assurance team that improved user satisfaction and minimized application defects – promoted and delivered a standardized QA process melded with System Development Life Cycle (SDLC) best practices.
- | *National Business Continuity (BCP) and IT Disaster Recovery Plan (DRP) Coordinator* – facilitated BCP planning effort and IT DRP adaptation in conjunction with KPMG. Conceptualized redundant WAN to support video conferencing and DRP, reducing expenses and mitigating point-of-failure risk.

Operations:

- | Lowered operating costs by an average of 15%-30% through improved vendor negotiations and encouraging global volume purchasing in cooperation with head office.
- | Created, authored, and published globally distributed newsletter aimed at keeping the user community abreast of changes, technical tips on high incident support issues, and the rationale behind technology decisions.

PANASONIC INC., San Antonio, Texas

May 1996 – May 1997

Senior Network Analyst

Provided systems administration, technical expertise and operational support services in an IBM AS/400 and Novell environment for local and remote sites (LAN/WAN), comprising of approximately 350-400 clients.

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PANASONIC INC., cont.

- | Developed and implemented file server structure and security for NetWare 3.x to 4.x, including workstation upgrade of Netx to Novell to support growth and ease maintenance.
- | Developed desktop standards to provide stability in the field, enable reliable technical support, and produce repeatable and sustainable processes in order to manage infrastructure.
- | Implemented and quality assured all desktop/laptop configurations – provided training and supporting technical documentation to technical support team.

MINISTRY OF FINANCE, ONTARIO GOVERNMENT, Toronto, Canada

May 1991 – May 1996

Senior Network Administrator/Analyst

Provide systems administration, technical expertise and operational support services in an IBM AS/400 and Novell environment for local and remote sites (LAN/WAN). Senior member in a 7-person team supporting 275 users.

- | Developed and implemented file server structure and security for NetWare 3.x to 4.x, including workstation upgrade of Netx client to support relocation and consolidation of three diverse client groups from separate Ministries
- | Developed desktop standards, trained user community, and recommended hardware and software products.

Previous positions include:

Pre-Production Supervisor – COLORIZATION INC., Toronto, Ontario May 1989 – May 1991
Pre-Production Manager – TINTORETTO INC., Toronto, Ontario April 1987 – May 1989
Production Coordinator – COMPUTER VISUALS INC., Toronto & Vancouver May 1985 – April 1987

TECHNICAL EXPERTISE / EXPOSURE

Hardware: | IBM Netfinity servers, Dell PowerEdge servers, Compaq servers, 3270 Terminal, PC, Laptops & Compatibles (IBM, Dell), IBM Ultrium Tape Library (LTO), IBM AS/400,

Server O/S: | Windows NT, Windows 2000 server, MS Terminal Server, Citrix MetaFrame, Novell Netware 3x/4x, OS/400

Server (Other): | Backup Exec/ArcServe, Tivoli TSM, OTG DiskXtender, pcAnywhere

Desktop O/S: | Windows 95 / NT / XP, Rumba 400

Office & Email Products: | Microsoft Office 95, 97, XP, MS Project, Visio, MS Outlook, Exchange, Lotus Notes, Lotus SmartSuite, Palm Pilot, RIM Blackberry, ccMail

Networks: | IBM Client Access/400, IBM 5250 Emulation, DOS PCS, Token Ring, Ethernet, Frame Relay, CISCO Routers, VPN, VNC, Bay Networks, Synoptic Hubs, Attachmate 3270/5250 Emulation

EDUCATION & PROFESSIONAL DEVELOPMENT

- | **ITIL Certification** (In Progress)
- | **Novell CNE Summit**
- | **CNA – Certified Netware Administrator**
- | **Novell Open Show – Technical Seminars**

Leadership training includes: 360 Management (MICA), Project Management (Bates), Business Continuity Planning, Management Skills for Human Services Workers (Supervisors Concepts), and In Search of Excellence – The Supervisors Role.

Bachelor of Arts – UNIVERSITY OF TORONTO, Toronto, Ontario 1984
BA Associate Degree (Communications) – NIAGARA UNIVERSITY, New York 1982