

Tash Imdad

New York, NY | 917-975-4759 | tash.imdad@yahoo.com
www.linkedin.com/in/tashimdad/

Project Manager | Motorola Solutions, New York, NY | November 2021 – Present

- Manage the planning and directing the installation efforts to implement public safety communication systems
- As a project manager worked in the Upgrade Operations (UO) department which specializes in performing software and hardware upgrades on live customer systems.
- Traveled to customer locations for on-site upgrades, minimizing customer downtime during software upgrades.
- Develop a clear understanding of all contract requirements to direct the work efforts of program team, ensuring the project progresses according to schedule and budget while meeting quality standards.
- Manage Motorola resources and/or subcontractor personnel including negotiation of installation subcontracts.
- Conduct complex assessments and gathering required information directly with clients.
- Prepared budgets, reports, schedules, bids, quotes for assigned projects to ensure profitability and customer satisfaction.
- Developed statement of work and cutting purchase orders for external project resources and vendors.
- Drive relationships between Motorola and customer as well as vendors and subcontractors.
- Identify risks, develop mitigation plans and recommend corrective actions.
- Coordinate all system training, optimization, testing, and acceptance.
- Process invoices as key milestones are approved and billed.
- Responsible for delivering the contractual scope, on schedule and within budget, while maintaining customer satisfaction.
- Manage project staff including project reporting, administration and communication.
- Define project scope and objectives, involving all relevant stakeholders and ensuring technical feasibility.
- Work with the Scheduling team and Engineering Management team to ensure resource availability and allocation.
- Measure project performance using appropriate tools and techniques.
- Manage and communicate changes to the project plan, project scope, project schedule, and project costs.

Project Manager | GTT, New York, NY | April 2019 – November 2021

- Single point of contact (SPOC) for telecommunications customers during project delivery life cycle.
- Drive rapid installation of services for new and existing clients to committed dates.
- Order and track specific project delivery requirements including local tails, network, and ancillary equipment.
- Direct internal and external stakeholders to fulfill necessary tasks, such as circuit delivery, IP allocation, equipment procurement, and test-and-turn-up.
- Coordinate service delivery related tasks and activities in support of GTT customer orders.
- Primary contact for client escalations and provide hands-on support for escalations and issue resolution.
- Track project health and ensure tasks are on schedule and mitigating delays.
- Lead client meetings, give internal status reviews, provide weekly status reports, proactive communication on open issues and escalations.
- Manage client expectations by communicating on a regular basis with all order delivery updates.
Responsible for customer satisfaction related to product delivery.

Contract Project Manager | Client: Sprinklr (via Bridge Partners), New York, NY | Sept 2018 – Jan 2019

- Project managed implementation of Sprinklr SaaS for company usage within different divisions and teams.
- Supported the overall marketing operations rhythm of the business which included defining and driving all key dates and events in support of marketing operations.
- Provided onboarding training to new Marketing Operations' employees monthly.
- Supported weekly meetings with Business Managers, determined agenda, ran meetings, and drove actions to completion.
- Planned, created, and executed communications for the Marketing Operations stakeholders and audience.

IT Project Manager | Presidio, New York, NY | Oct 2016 – April 2018

- Project managed implementation of new and existing managed services clients who were mostly using Cisco products and our managed services appliance.
- Developed and reviewed estimates for the project's schedule, effort and implementation using best practices and past experiences.
- Maintained overall project from concept to completion.
- Created and organized all internal and external kick off meetings and acted as the central point of contact.

- Performed day-to-day management of all phases of the project including project requirements, project development, testing, and deployment of each project.
- Coordinated all project activities with business owners/stakeholders and other support, technical infrastructure, and application teams.
- Managed the completion and distribution of all deliverables to customers, by tracking the delivery status and installation schedules, in accordance with required timeframes and Statement of Work (SOW).
- Responded to inquiries from customers and follow-up to conclusion escalating if necessary.
- Created and maintained project status reports and other related documentation for clients and management.

Project Manager | Actiance, Inc., (Acquired by Smarsh) New York, NY | April 2013 – Feb 2016

- Led the Professional Services (PS) Team scheduling, planning, executing and finalizing the implementation of PS SaaS projects for Actiance's customers, resulting in increased adoption of and customer satisfaction with Actiance products (Vantage On- Prem.; Vantage Cloud; Socialite; Alcatraz).
- Validated Sales Engineer's Technical Information Forms, solidifying the client's technical environment with Product Managers and Technical Engineers to ensure the proposed solution was supported.
- Maintained weekly revenue and reported to the executive team on completed PS project revenue and on-going projects as the PS liaison to Business Finance Operations.
- Delivered Statements of Work (SOW), proposals, project implementation requirements documentation, technical information form and presentations to customers, setting client expectations on delivery time.

Project Manager | EMC Corporation (Acquired by Dell Inc.), New York, NY | Oct 2006 – April 2013

- Managed the life cycle of assigned Professional Services (PS) storage Projects from initiation through client kick off to implementation and any CSAT issues afterwards.
- Acted as primary interface to Client with technical resources to gather Architectural technical documentation and ensure completion, validation of documentation then submitting Change Control Automation for approval for EMC implementation.
- Coordinated Project Management Client Kick Off meetings/conference calls, face to face meetings, architectural design reviews with client, sales reps, partners, Resource Manager, Customer Service Managers, Solution Architects, Implementation Engineers for the installation of PS Projects at a client site while upholding the SOW budget consistent with EMC's business goals and objectives.
- Monitored status of on-going projects including assignment of appropriate delivery resources, availability of resources, and prompt, accurate completion of assigned projects.

Contract Project Manager | Access Integrated Technologies, Inc., New York, NY | Feb 2006 - Aug 2006

- Project managed the launch of a worldwide implementation of Managed EWAN (Ethernet WAN), a fully monitored and managed, premise-to-premise Ethernet solution to a top international ranking law firm.
- Provided daily project status reports to the client, management, sponsors, and stakeholders.
- Completed project on schedule, within budget, and within my contract timeline.

Enterprise Global Sales Account Manager | WilTel Communications (Acquired by Level 3 Comm.), New York, NY | Jan 2005 – Feb 2006

- Provided WilTel's data portfolio to corporate clients and prospects through meetings, presentations, and proposals including IP VPNs, Private Line services (protected and unprotected), collocation, Ethernet-based wide area networking (EWAN), Managed EWAN, ATM and Frame Relay network services, StorageXtend Solution (a SONET-based storage extension solution that enables enterprise customers to implement network-based Business Continuity, Disaster Recovery and server / storage consolidation. StorageXtend, which WilTel developed with storage and optical networking leaders EMC and Nortel Networks)
- Positive revenue growth of 110%.

Sr. Sales Account Executive | Qwest Communications International (Acquired by CenturyLink), New York, NY | Jan 2000 - Jan 2005

- Sold Qwest's portfolio of products and services to executive corporate clients including MPLS, VPN, VOIP, ATM, Web Hosting, Managed Services, Frame Relay, Private Lines, DS-3, T-1, OC-48, DSL, and Ethernet.
- Positive revenue growth of 133%.

Education | Certifications

University of Wisconsin-Madison, Madison, WI

MA in South Asian Studies Imdad ♦ 1831 Madison Ave, Apt. # 5E, New York, NY 10035 ♦ 917-975-4759 ♦ tash.imdad@yahoo.com

Syracuse University, Syracuse, NY

BA in International Relations (Maxwell School of Citizenship and Public Affairs)

BA in South Asian Studies

St. John's University, Queens, NY

AS in Business Administration

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