

Nabil G. Badr MSEE PMP

Results focused IT management and communications executive with a multi-disciplinary approach to delivering value. People oriented with exceptional relationship management skills coupled with proven leadership.

DOMAIN EXPERTISE

Leader with 22 years of technology management experience focused on financial industry applications with connections at the Executive and Board level of Fortune 200 institutions ■ Innovative practices delivering professional business solutions, through managed risk taking, metrics and unparalleled team-building.

MANAGEMENT

- Development of Multi-year Strategic Plans
- Organizational building
- Fiscal & Program Management
- Score Card & Performance Reporting
- Business Expansion & Startups

TECHNOLOGY

- Continuous Improvement plans for IT Ops
- E-commerce Infrastructure & Development
- Enterprise Program Management
- Acquisition and Systems Integration
- Monitoring, Automation & Reporting Tools

PERFORMANCE MILESTONES

BUSINESS PROCESS MANAGEMENT

■ Principal IT Management Consultant, IT Value Partner

2005 - Present

- Establish process & methodology for management reporting and anchor successful ISO production rating.
- Lead the implementation of CRM and ERP tools with workflow, monitoring and scorecards.
- Establish a Business Process Management framework using Quality Metrics for an International Corporation
- Build and Establish quality project management through effective Program Management Office
- Deploy Monitoring Solutions for IT Service Improvement, Customer Satisfaction and Capacity Planning.
- Develop Business Plans for medium sized technology and company growth.
- Contract review for Telecom agreements to improve SLA, reduce operating risk and establish metrics.
- **IT Services Management best practices based on ITIL modeling or ISO benchmarks, implementing effective PMI accredited program management tactics for on-time delivery.**
- Security Audits to manage and reduce Operational Risks
- Clients: United Pacific Mortgage; D' Essence; Mandalay Mortgage; Hertz; RAC, Inc.; World Vision; BMB Group.

FORTUNE 100 LEADERSHIP

■ 1st VP of Infrastructure, Washington Mutual, Seattle, WA

2001 - 2005

- Managed the interface with 120 Business Unit Managers, External investors and Idea Banks.
- Budgets consistently on target, controlling \$190M yearly while co-reporting to the CEO and CIO.
- Created a staffing/recruitment model for the infrastructure organization with a blended on/offshore profile.
- Lowered provisioning costs by 35% and decreased the time to market upgrading SLA from 75 to 5 days.
- Responsible for the ISO based Process Improvement & Quality Planning for Infrastructure
- Reduced contract costs by 55% maintaining direct CEO relationships with AT&T, MCI, Juniper and Cisco.
- **Architected technology refresh of 65,000 nodes with MPLS/ATM backbone, deployed in 18 months.**
- Lead a security team to implement security risk mitigation measures and satisfy SOX, GLBA and BASELII

Responsible for the 2003 User Excellence Award given to WAMU, in recognition for the deployment of the most productive enterprise infrastructure in record time and budget (Network World – 12/22/2003)

EMERGING TECHNOLOGIES LEADER

- **Sr. Director of Engineering, InternetConnect, Torrance, CA** 2000 - 2001
 - Achieved Venture Capital Financing milestones and maintained a positive relationship with the business financing to deliver one of the first services in the US DSL markets.
 - P&L responsibility for \$45M, leading engineering (14), provisioning, transport, and routing engineers.
 - Launched nationwide build-out for 7X24 NOC supporting 32 ATM/MPLS POPs and 100,000 customers.
 - Designed and deployed end-to-end life-cycle management system using best of breed monitoring, trending and capacity planning tools, as in Cabletron's Spectrum and Concord's Net Health.

VOICE & DATA ARCHITECT

- **1st VP Enterprise Data Network Services, Countrywide Home Loans , Simi Valley, CA** 1996 - 2000
 - Integrated acquisition of two Fortune 1000 companies with their systems and networks
 - Negotiated \$25 Million telecommunications contract involving high-end telephony applications.
 - Responsible for the growth of a 7500 node Local and Wide Area Networks to 24,000+ Nationwide
 - Managed a \$13M annual budget, team of 30 Engineers, 2 VPs, and 4 Managers.
 - Developed chargeback model and SLAs supporting EDI, ATM, Voice, Data and Video integration.
 - Increased service availability to 99.99x% implementing a multi-phase refresh of the Frame Relay Network .

PROJECT MANAGER & DESIGN SPECIALIST

- **Manager of LAN/WAN/Systems Support, Weyerhaeuser, Woodland Hills, CA** 1993 - 1996
 - Increased back-office productivity converting from terminal to PC based infrastructure (1200 users).
 - Enabled the integration of Loan Origination systems managing 45 person team.
 - Championed efforts having Novel adapt GroupWise to company's specification for automation.
 - Reduced staffing costs by 45% deploying automated/remote helpdesk support and disaster recovery.

EDUCATION

PMI Certified Project Management Professional; PMP #462330

Published in the IEEE journal on Communications in 1994 – Cellular Digital Packet Data

Published analysis on Kerberos and other security mechanisms for Information Exchange

Continued Education: Management Coaching; Business Communication; Neurosciences

M.S.E.E, California State University, California, 1994

ITIL Foundation Certification, 2007

Certified in Networking and Hosting Operating Systems; Microsoft, IBM, **Banyan, Novell, Cisco, Nortel**, IP Mobile & Telephony integration. ■ Infrastructure Security and Compliance ■ **Workflow development using Microsoft Dynamics CRM 3.0** ■ **Software Development Life Cycle management**

INTERESTS

Assistant Professor in Technology & Project Management ■ Published and recognized "Fine Art" Artist ■ Fluent in English, French and Arabic with a proficiency in Italian