

Summary

Entrepreneurial Technology Officer with consuming passion to create and nurture a culture of execution, innovation and efficiency.

In every organization, I directly increased revenues by leading cross-functional teams through new innovative product lines and simultaneously optimize business processes and software delivery practices to reduce operational costs.

Experience with complex enterprise wide environments containing multiple technologies in Finance, Technology, Healthcare and Energy Industries.

Technology environments management includes .Net, IIS, Oracle, SQL Server, Web Services, WCF, WPF...

Management Skills

Project Management (PMP training), Management For Performance (MFP Training)

Education:

1995 Bachelor's Degree in Computer Science

Work / Project Experiences

Oil Gas Houston, TX

2006 – Current

Director of Business Applications

Plan, coordinate, and supervise all activities related to the design, development, and implementation of organizational information systems and software applications.

- Lead, mentor, and direct managers and team members (consisting of over 20 professionals).
- Set goals and objectives for all technology aspects of the organization that align with and complement corporate objectives.
- Work with the Executive Team on the priority and approval in the selection of vendors/consultants.
- Provide top management in multiple states and locations with technical information and recommendations on information technology and communicates IT efforts, plans, projects, metrics, and strategy throughout the company and up and down the organizational hierarchy.
- Responsible for department budget and ability to continually implement cost effective strategies for company-wide savings in relation to IT.
- Negotiate and partner with large vendors to minimize cost and maximize position through agreements.
- Develop, implement, and manage business practices, procedures, policies, metrics and personnel for all technology aspects of the company.
- Stay abreast and advises executive staff of innovations in new business practices and technology that may impact users.
- Lead ad hoc company IT projects as required.
- Report and receive direction from Vice President of Enterprise Systems
- Managing multiple business units for IT solutions
- Approves project plan and deliverables
- Manage, review and prioritize the project work plans with objective to stay on time and on budget
- Provide status and progress reviews to VP of Enterprise Systems and Steering Committee
- Report status to and receive feedback from Steering Committee
- Develop and implement IT policies and procedures.
- Manage and supervise managers
- Manage project resources

Accomplishments

- Design and implement Application Development infrastructure (Development, Test and Production)
- Implement Development code repository (Team Foundation Server)
- Created coding standard documentations
- Created reporting processes
- Develop documentation for ROI and project approval process
- Propose and establish Development Team
- Manage and lead numerous projects (internal and external websites).
- Develop and Manage team of developers spread globally; Edmonton, Stonehouse, Singapore & Canada.
- Responsible of managing over 35+ projects (Design, Develop, Implementation and Support)
 - Ranging from Operations (ERP), Engineering, Manufacturing & Sales and Marketing
- Develop a reporting process for upper management (VPs – Stakeholder)
- Designed and developed a task management system
- Implemented better communication process for everyone with org chart
 - Visibility to everyone's concerns and achievements
 - Accountability

Memorial Hermann Healthcare System Houston, TX**August 2004 – November 2006****Sr. Systems Analyst/Developer/.NET Lead**

Develop business applications for internal clients (C#, VB, ASP, HTML, VBScript, JavaScript, ASP.NET, SQL, XML)

- Designed, developed and supported client-server and internet/intranet applications as per the needs of the company (life-cycle development process)
- Implemented solutions utilizing tools such as C#, VB, ASP, HTML, VBScript, JavaScript, .NET, ASP and Crystal Reports
- Created and modified stored views, procedures, cursors & triggers in SQL Server databases
- ADO, RDO, COM/DCOM/COM+, Web Services, Window Services, ActiveX (familiar and created).
- Lead in bring .NET development environment to the team.
- Developed application and processes to coordinate data flows between corporate systems and externally developed application and database (Cache')

Projects

- Patient/Client Care Management – Responsible for creating application, from ground up, that is being used by all Memorial Hermann employees (16,000) to manage patient/client care. This application is administered by managers and VPs to gauge and follow-up on Customer Care.
 - Built interface with Cache' DB
 - Built and Designed a Web Service (C#) to read information from external application database
 - Built and Designed a Window Service (C#) that exports data from MS SQL to Vendor Database
- Outpatient Daily Transaction Tracking (Targets, Budgets and forecast) – This application was initially written in Excel. Converted, designed and built entire application in ASP.NET and eliminated duplicate efforts. It gathers information from multiple sources and generates reports for VPs and CEOs.
- Quality Assessments – This application was design to eliminate a paper trail. It is an online form that clinical staff can fill-out for different quality assessments.
 - Built an interface with Vendor Database
 - Built and Designed a Web Service to read information from external application database
 - Built and Designed Window Service (C#) that exports data from MS SQL to Vendor Database
- Occupational Health (External Application) – System was designed to manage external clients' health information.
 - Built and Designed a Web Service to read, verify, insert and update customer data.
 - Built a security module for employees to login into the system and validate application security.

Lead (.NET)

- Responsible for implementing .NET framework (Dev, Test and Prod)
- Responsible for implementing source control (Visual Source Safe).
- Assisted team members in developing application in C#.NET.

Clear Channel Entertainment. Houston, TX December 2000 –August 2004**Sr. Systems Analyst/Project Manager/Lead**

Develop Internal Business Applications for the users (C#, VB, ASP, HTML, VBScript, JavaScript, ASP.NET, SQL, XML, BizTalk)

- Design, development and support client-server and internet/intranet applications as per the needs of the company (life-cycle development process)
- Implementation of solutions, utilizing tools such as C#, VB, ASP, HTML, VBScript, JavaScript, .NET, ASP and Crystal Reports
- Created and modified stored views, procedures, cursors & triggers in SQL Server databases
- ADO, RDO, COM/DCOM/COM+, Web Services and ActiveX (familiar and created)
- Integration of all the newly designed application and database
- Developed Enterprise Security application and modules for internal client server and web applications
- Developed application and processes to coordinate data flows between corporate systems and external partners and agencies.

Project Manager

- Extensity project – Managed two projects
 - Java application- database driven (SQLServer)
 - Conducted jad sessions, worked with vendor
- TMSS project – Datawarehouse project using SQL Server, business objects reporting tool
 - Pervasive database, Magic development environment, and Deployment on Citrix platform
 - Worked with multiple and challenging vendors
- Lead Team of Developers, User Group, Server Ops & DBA
- Project Planning (MS Project)

Altra Electronic Trading Services, Inc. Houston, TX**Jan 2000 – December 2000****Programmer Analyst**

- Custom Reports for Business Analyst Group and Trading Floor (Energy Trading) (VB, SQL, Oracle)
- Created a new kind of reporting system and procedure – from Infomaker
- Centralized the reporting application and management of Data (Back office)
- Integration of all the newly designed application and data
- Writing VB applications and working with database (Oracle, SQL, Access) and manipulating data and printing reports
- ADO, RDO, COM/DCOM/COM+, and ActiveX (familiar and created)

Amma Inc. Houston, TX**April 1995-Nov 1999****Programmer**

- Inventory tracker/Keeping track of the vendors (Visual Basic 6.0)
- Warehouse / Employee Management System (Oracle RDBMS)
- Employee Information Management System (C Language)
- Personal Information Management System (Visual Basic 6 Enterprise)

Contracts (part-time)**1998-1999****Tek-Systems, Houston, TX****1998-1999****Project Coordinator – (Contract)**

- Responsible for overseeing the upgrading and installation of over 300 pcs.

Software Tester – (Contract)

- Part of a deployment team to roll out new In-house software and testing for Y2K compliance issues

System Administrator – (Contract)

- Responsible hooking up over 100 printers and over 20 printers to the NT server, assign user rights to groups and individuals

Bare Necessities Roselle, IL**Project Coordinator**

- Installed and upgraded computer system and software. Designed the system to take care of inventory and customer information, and also information concerning the vendors.
- Responsible for the company network, maintenance and use of workstations. Troubleshooting problems and providing desktop support to colleagues. Occasionally communicated with Helpdesk / Network Support in the event of a systems failure.
- Trained new staff on the new system

Aga Khan University and Hospital, Pakistan**1992-1995****Contract —Technical Support**

- Part of technical support group, installed and tested networking software in the Pharmacy Department.
- Provided support and maintenance of PC's, printers, modems, software applications, etc.
- Upgraded PC's with new programs or software

Volunteer/Services

- Volunteer at Sunday Religious School every week
- Volunteer at Boy Scout of America as Unit Commissioner. --Coordinate and supervise all the activities for the troops that falls under jurisdiction. – Eagle Scout

Hobbies / Sports

- Squash & Racquetball
- Camping & Hiking -- Outdoors

Malik Merchant

To Whom it May Concern:

I am writing to express my interest in the position of Director of IT. I am a talented and accomplished professional, highly skilled in department operations and technology implementations. My background includes extensive experience managing corporate business operations, establishing and directing technology programs and leading IT and business development functions. Now I would like to bring my expertise and experience to work for you.

My background includes 12+ years of progressively responsible positions in business and technology management. I have established and directed highly successful programs, planned and carried out multiple organizational-level technology projects and have consistently proven the value of IT as a strategic asset.

I am extremely adept at developing business, financial and technology policies and procedures. In addition, I am skilled at formulating and implementing technology development strategies and especially proficient at recruiting and leading effective technical and business teams. I am confident in my abilities to liaison with C-level executives and board members as well.

Sincerely,
Malik Merchant
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