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Summary

Results-driven IT Service Management professional with 15+ years of experience driving IT operations, project delivery, and continuous improvement initiatives across diverse industries. Skilled in aligning IT operations with business objectives, optimizing service delivery, and implementing process improvements to drive strategic outcomes. Proven leader with a strong track record of managing cross-functional teams, developing IT strategies, and fostering a culture of innovation and collaboration.

Work Experience

ITOC Manager (AHS Vendor), MTN IRANCELL

Jan 2021 – Jan 2024

- Aligned IT service operations with defined KPIs and SLAs, ensuring strategic IT alignment with business objectives
- Governed IT operations supporting over 40 million mobile subscribers, ensuring uninterrupted service delivery and exceptional customer satisfaction
- Orchestrated seamless incident and problem resolution efforts through cross-functional collaboration, leveraging agile methodologies and ITIL best practices
- Mentored and led IT service desk team, fostering a culture of continuous improvement, talent acquisition, and innovation

Key Achievements:

- Implemented proactive monitoring practices, reducing downtime by 15% and ensuring swift incident response in revenue-generating IT services
- Optimized Identity and Access Management (IAM) platform workflows and service desk processes, improving efficiency in ticket handling by 20% and boosting business satisfaction
- Successfully led the migration project from a legacy Service Management Task tracking platform to a centralized, integrated, and agile platform, enhancing workflow efficiency and collaboration across teams

Group IT Manager, Petrochemical Commercial Co International Ltd. (PCCI)

Oct 2013 – Jan 2020

- Developed and executed group IT strategy across MEA and Asia regional offices, aligning with business objectives and driving digital transformation

- Led major IT infrastructure upgrade project, enhancing system reliability and performance, and ensuring compliance with Information security standards and business continuity best practices

Senior IT Consultant, Tourang Int'l Industries

Jul 2010 – Oct 2013

- Advised on ISO/IEC 27001 implementation, enhancing information security posture and ensuring compliance with industry standards
- Implemented IT asset management best practices, reducing IT procurement costs by 15% and improving asset utilization
- Streamlined vendor management processes to ensure compliance with SLAs and industry standards

Product Delivery and Support Manager - MEA, Aircom International

Jul 2007 - Jul 2010

- Delivered and supported mobile network engineering tools, exceeding customer satisfaction targets and driving revenue growth
- Implemented process improvements, reducing product support response times by 40% and improving customer satisfaction
- Led training initiatives for support teams, improving product knowledge and customer service

Key Achievements:

- Led the best AIRCOM support team among Middle East and Africa offices based on the number of accomplished support calls, mean time to resolve issues, and customer satisfaction rate

Education, Courses, and Certifications

- Master of Business Administration, Amir Kabir University of Technology (Tehran Polytechnic)
- Bachelor of Science in Computer Engineering, IAU University
- ITIL4 Specialist: Sustainability in Digital and IT
- ITIL4 Specialist: Create, Deliver, and Support
- PRINCE2 - Project Management
- COBIT2019 - IT Governance
- Business Analysis— IIBA BABOK V3

Skills

- Industry Knowledge: IT Service Management (ITIL), Agile Methodologies, DevOps, IT Governance (COBIT), ERP and MIS Solutions, Business Process Management, Information Security Management System (ISMS), IT Service Delivery, IT Supplier Management, Cloud Computing
- Tools & Technologies: Jira Service Management, Jira CMDB, Zabbix Monitoring Solution, Confluence, ServiceNow, Veeam Availability Suite, Microsoft Windows Server Services, Microsoft Exchange Server, HPE Servers, Virtualization
- Interpersonal Skills: Team Leadership, Problem Solving, Analytical Thinking, Active Listening, Conflict Resolution, Negotiation, Adaptability, Collaboration, Effective Communication
- Languages: English (Business Fluent), Persian (Native), Dutch (Elementary proficiency)