

# KEITH AJMANI

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+1 416.509.6571 • [keith@ajmani.org](mailto:keith@ajmani.org)

## SOFTWARE CONSULTING LEADER

Senior systems integration expert with proven experience leading consulting teams in Fortune 500 accounts. Versatile technical strategist with exceptional client-facing skills and the unique ability to liaise effectively between business and development teams. Proven capability to deliver of complex software systems in the telecommunications, automotive and financial industries. Veteran software developer with 12 years of development management experience leading successful projects with multi-disciplinary, multi-site teams.

### AREAS OF EXPERTISE:

Systems:	OSS/BSS systems for Telco, Cable, Wireless: Order Management, Network Provisioning, CRM, Product Catalog, Inventory, Alarming & Monitoring
Domains:	VoIP, CLEC, WiMAX, High Speed Internet
Technologies:	Java/J2EE, XML, SOA, SOAP, C++, C, Perl, Bash, HTML, JSP Solaris, Linux, BEA WebLogic, Tomcat, Apache, Oracle, MySQL SIP, SS7, SNMP, RADIUS, LDAP, IPv4

## PROFESSIONAL EXPERIENCE

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**TECHNOLOGY CONSULTANT**, Toronto, Ontario Apr. 2009 – Present

Providing strategic IT consulting for transformative technology initiatives, software architecture, and network optimization to financial and interactive media clients.

**SIGMA SYSTEMS**, Toronto, Ontario Mar. 2005 – Apr. 2009

### **Director of Solutions Architecture (2006 – 2009)**

Promoted after one year to lead the Professional Services onshore/offshore consulting team of 30 staff, comprised of Solutions Architects, Business Systems Analysts, and Technical Leads. Provided overall technical direction across all projects ranging from \$500k-\$3M, with teams of 15-40 staff. Responsible for pre-sales engagement with customers, supporting Sales, and for all project estimations. Hands-on contributor for project assessments, business case definition, requirements gathering, solution architecture and detailed design.

### **Key Achievements:**

- Oversaw the requirements and design for over 30 annual deployments of Sigma's flagship OSS platform for network provisioning & order management, to a global customer base.
- Led, on an interim basis, the back-end development team of 30 Java Programmers and 4 Development Managers in Toronto, with dotted line responsibility for 50 Programmers and 5 Development Managers in India.
- Championed the development and delivery of multiple rounds of a Systems Integration Partner training program, in order to augment the in-house professional services capacity.
- Defined, implemented, and refined the end-to-end SDLC process for delivery. Established peer reviews and initiated evolution from Waterfall to iterative Waterfall to Scrum.
- Rapidly expanded team from 8 to over 30 staff within 12 months.

**Solutions Architect (2005 – 2006)**

Engaged directly with clients to define requirements, architecture and high-level design for the implementation and customization of an industry-leading OSS (Operations Support System) for VoIP, Circuit-Switched Voice, Wireless, Video and High Speed Data provisioning. Worked directly with onshore/offshore development teams of 20+ developers during the design, development and deployment of product customizations, enhancements and new software applications.

**Key Achievements:**

- Provided technical leadership for the successful delivery of multi-million dollar projects implementing an NGOSS into a major new customer for VoIP services, and the upgrade of two existing customers' data-only system to support VoIP, including CLEC/LEC integration for LNP, 911, and 411.
- Authored a whitepaper on the evolution of wireless networking and the associated opportunities for OSS provisioning systems. Presented the paper to Executive Management and to senior client staff.

**SAPIENT CONSULTING, Toronto, Ontario**

Jan. 2004 – Mar. 2005

**Manager of Technology (Architect)**

Client-facing technology consultant and technical design/development lead for the replacement of business critical back-office software systems for global Fortune 500 customers. Facilitated highly focused JAD sessions with business and technical client stakeholders.

**Key Achievements:**

- Led a team of 10 Business Analysts, System Analysts, Software Architects and Developers through the requirements and detailed design stages of a \$3M / 11 month project to modernize the entire mainframe-based order management & delivery reporting system for a Big-3 automotive manufacturer.
- Facilitated detailed technical XML-mapping sessions between a major Canadian bank and their chosen banking infrastructure vendor, rescuing an off-schedule / over-budget project to replace the non-registered account infrastructure.

**SOMA NETWORKS, Toronto, Ontario**

Jan. 2000 – Jan. 2004

**Software Development Manager**

Directed the design & development of a BSS/OSS application suite (Java/Oracle/Solaris) that managed the provisioning, subscriber billing and equipment configuration management for a pre-WiMAX fixed wireless VoIP & broadband data system. Hands-on technical manager of a team of 20 Java Programmers, Software Architects, Web Developers, Database Architects, and UNIX System Administrators. Established and led the 5-person Network Design & Integration team, concurrent with development responsibilities.

**Key Achievements:**

- In a pre-sales engineering capacity, supported the Sales and Executive team in RFP responses and client-facing meetings, culminating in projects with several Tier-1 wireless/landline carriers globally.
- Improved efficiency and reduced defect density through the implementation of a defined SDLC.

**GREY INTERACTIVE / GREY CANADA (concurrent)**, Toronto, Ontario Nov. 1997 – Jan. 2000

**Director of Software Development**, *Grey Interactive*; **Chief Information Officer (CIO)**, *Grey Canada*

Recruited as a Software Development Manager for one of three development teams. Promoted to Director managing all three teams within six months. Directly engaged by Sales during the business development cycle. Created and delivered on estimates for all projects, ranging from \$50k-500k. Concurrently worked as CIO, managing the IT department of 8 staff, for the \$22M/yr, 400-person national ad agency, across 4 sites in Canada.

**Key Achievements:**

- Supported sales process to drive organization to \$6M/yr and growth to over 125 staff.
- Manager and technical mentor for the development organization of 40 staff comprised of Web, IVR, and CD-ROM Programmers, Information & User Experience Architects, and UNIX/NT Systems Administrators.
- Established a product team that created an industry-leading Learning Management System.
- Launched the first e-commerce website in Canada to support multiple card issuers and multiple merchant banks.

**INGENIA COMMUNICATIONS**, Toronto, Ontario Aug. 1996 – Nov. 1997

**General Manager, Toronto**

Established and led the Toronto branch office of the \$4M/yr, 75-person systems integration firm, achieving growth to \$500k in local office revenues. Delivered web-based and standalone applications to Financial and Government clients. Developed applications using C, Perl, Oracle, and HTML, which were deployed on Linux, IRIX, and Solaris. Hired all local Development and Creative staff.

**Key Achievements:**

- Managed all Business Development, Marketing, Partnerships, and Project Management.
- Created key partnerships with Netscape, Sun Microsystems, and Toronto design firms, which were leveraged to rapidly expand customer base through joint bidding.

**WEB NETWORKS**, Toronto, Ontario (contract) Mar. 1995 – Aug. 1996

**Software Developer & UNIX Systems Administrator**

Design and development using Visual C++. Administration of production SunOS/Solaris servers.

**AECL RESEARCH**, Chalk River, Ontario (contract) May 1994 – Mar. 1995

**Software Developer**

Development using Visual C to integrate AutoCAD wiring diagrams to a back-end parts database.

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**EDUCATION & CERTIFICATIONS**

**B.A.Sc. in Engineering Science**, 1994 – UNIVERSITY OF TORONTO

**Certified ScrumMaster**, 2009 – SCRUM ALLIANCE