

Dr. Sharmin Hanfii afshar

University of North Texas
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EDUCATION

- Ph.D., EV Battery Sustainability — Purdue University
 - M.Sc., Supply Chain Management — The University of Texas at Dallas
 - B.Sc., Applied Mathematics (Computer Science concentration) — University of Kerman
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CERTIFICATIONS

- Life Cycle Assessment: Quantifying Environmental Impacts — MIT Professional Education
 - Graduate Certificate, Strategic Communication Management — Purdue University
 - Graduate Certificate, Applied Data Analytics — Purdue University
 - Sustainable Supply Chain Management — MITx, Massachusetts Institute of Technology
 - Certified Supply Chain Manager — Massachusetts Institute of Technology (MIT)
 - Certified Supply Chain Manager | Massachusetts Institute of Technology (MIT)
 - Pragmatic Marketing Certification
 - Certified in the Governance of Enterprise IT (CGEIT)
 - Certified Information System Manager (CISM)
 - Certified Information Privacy Professional (CIPP)
 - Certified ITIL Foundation
 - Certified Information Systems Auditor (CISA)
 - Certified Information Systems Security Professional (CISSP)
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TEACHING

University of North Texas

- DSCI 2710 – Data Analytics with Spreadsheets
- DSCI 3710 – Business Statistics with Spreadsheets
- DCIS 3610 – Basic Information Systems

The University of Texas at Dallas – Naveen Jindal School Of Management (Adjunct)

- Information Technology Cybersecurity
 - Information Technology for Business
 - System Analysis and Design
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PROFESSIONAL PROFILE

25+ Years of Hands-on Experience: Senior-level Product Leadership, Management, and Execution

Supply Chain Management - Cost Management: Design, Develop, Implement and Manage IBM Appliances Cost Management system; Market research on parts cost and manufacturing uplifts; Streamlining cost information among the teams and system; Reducing the manufacturing cost for maximum profitability.

Product Management: Define Roadmaps, PRDs, and User Experience; Develop and execute project implementation plans; Perform market research, with a specialty in accelerating the life cycle of the underperforming product and pushing it away from its current state by designing and executing programs for current customers around the transition.

Information Security Management: Develop and manage information security programs; Understand and define the relationship between information security programs and broader business; Develop and manage information privacy programs; CISM, CISA, CISSP, CIPP;

Technical Enablement Program Management: Define and execute technical enablement strategy for a diverse group of technical staff (Technical Sales/Business Partners/Architects); Own end-to-end project schedule and delivery; Lead matrix and multi-disciplinary projects;

Strong communication and people management skills: Growth mindset for individuals in the team, Motivating technical staff to increase efficiency, Attention to the details, Leadership to work with WW and cross-functional teams, Believing is greatness in every individual, Advocate for diversity

SKILLS and KNOWLEDGE

Product Management • Cost Management • Supply Chain Management • Pragmatic Marketing • Agile Methodology
• IBM Smart Analytics System • IBM DB2 Datawarehouse • IT Governance • Change Management • Risk Management • Privacy • Project Management • IT Security Best Practices • ITIL • ITIM • Cobit

AWARDS

- IBM Eminence and Excellence Award for IBM/AmEx/EMC Roll Your Own DataWarehouse design/implementation/enablement (June 2011)
 - IBM Ovation Award for Developing DTS Operations DB Tool (July 2007)
 - IBM Ovation Award for Customer care On-Line Implementation (July 2006)
 - IBM Ovation Award for boundary Firewall Implementation (July 2006)
 - IBM Ovation Award for achieving security Compliance Targets (November 2004)
 - IBM Bravo Award for Toronto Lab security Initiative (November 2004)
 - IBM Thank You Award for ECF (Employee Charitable Fund) Campaign (October 2003)
 - IBM Appreciation Award for volunteering in IBM EXITE camp (August 2003)
 - IBM Team Award for Excellence in New Software development Lab system Migrations (October 2001)
 - IBM Appreciation Award (May 1999)
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PROFESSIONAL EXPERIENCE

IBM USA – Supply Chain

IBM Appliances Cost Manager

July.2015 – Aug.2023

- Managing Cost Engineering team, with IBM SC and System Technology Group collaborating for ongoing cost management, developing end-to-end cost management programs to enhance the functionality of the teams while constantly reducing the overall cost by evaluating market needs, market segment evaluation, and customer requests, all in alignment with IBM's Supply Change Management strategies.
- Managing the creation of new processes for cost calculations and reports.
- Managing design and defining IBM Appliances cost roadmap.
- Managing annual IBM Appliances Cost Workshops.
- Managing annual report on IBM Appliances Cost.
- Managing cross-functional and WW cost coordination (Procurement | Finance | Product management | Engineering)

IBM USA – Software Group

Product Manager IBM DB2 DataWarehouse (PureData For Operational Analytics – IBM Smart Analytics System)

July.2013 – July.2015

- Leading Offering Team, with Software Group and System Technology Group collaborating for ongoing life cycle management, enhancement of PDOA functionality and features by evaluating market needs, market segment evaluation, and customer requests, all in alignment with IBM's future DataWarehouse solution.
- Creating new processes and enhancing existing ones to speed up the build and delivery of the PDOA offering.
- Design and define roadmaps for both PDOA and ISAS
- Designing and executing programs for trade-in/trade-up/trade-out specifically for IBM customers owning IBM DB2 based DataWarehouse
- Accelerate the life cycle of ISAS offerings to push the underperforming product away from its current state.
- Running certification program for the offerings (i.e., Guardium certification for PDOA)
- Change Control Management for IBM DB2 DataWarehouses (PDOA and ISAS)

IBM DataWarehouse Technical Enablement Team Lead

December.2010 – July.2013

- Defining technical enablement strategy for PureData for Operational Analysis and IBM Smart Analytics System
 - Align audiences across divisions (STG, SWG, ISC) into a single technical enablement plan to provide an IBM view.
 - Define, plan and execute New Release enablement along with 'refresher' enablement plans for the current portfolio
- Monthly cross-function interlock meeting to share plans, gather requirements and feedback, and ensure strong communications across STG and SWG technical community for the technical enablement strategy
- Design and deliver PureData for Operational Analysis and IBM Smart Analytics System technical enablement for IBM Business partners
- Define certification program for IBM Smart Analytics System roadmap for customers

IBM Canada Lab – IBM Toronto Software Lab
IBM Smart Analytic System Integration Specialist

May.2009 – Dec.2010

- Providing IBM Smart Analytics System technical sales specialists/architects with deep technical details and architectural layouts of the solution for AIX based solution configs
- Ensure IBM Smart Analytics System stability in customer environments
- Responsible for enhancing the current IBM Smart Analytics System Build and Deploy process
- Helping IBM Lab Services (SWG / STG) with complex IBM Smart Analytics System installation and documenting Lessons Learned and sharing them with the development team to enhance the current processes
- Interfacing with IBM Smart Analytics System support to identify Tier 1 customers to proactively engage in delivering
 - Health check advisory
 - Configuration expansion advisory
 - APAR advisory and more.
- Identifying pervasive customer challenges by working closely with customer / IBM Smart Analytics System support and the ISAS development team to create proactive customer advisories
- Providing support on hot IBM Smart Analytics System customer situations (revenue impact/ crit-sits)
- Creating and implementing best practices by working closely with champions/ CoEs/ CoC/ development teams and sharing them with ISAS technical sales/ architects/ sales/ ...
- Responsible directly for two IBM accounts (JCPenny and Farmers Insurance) as Lab Advocate through the Lab Advocacy program
- Providing advice/guidance on security aspects of the offered solutions to IBM Smart Analytics System support/ sales/ architects/ ...

IT Security Architect

March.2000 – May.2009

- Responsible for implementing standards and guidelines for all aspects of IT security compliance (Logical: patching, health checks, Access Control, userid management, ..., Physical: workplace, computer labs) for 1500+ systems (UNIX Based, Windows)
- Develop projects based on the company's security policies and assign the projects to different teams
- Prepare teams for different security audits (TRA(Threat Risk Assessment), IBM Peer Review, Business Controls,...) for the last five years (at least one per year)
- Prepare technical documentation/specifications for security project deliverables
- Provide technical support to diagnose and troubleshoot security incidents/problems
- Deploying Tivoli Security Compliance Manager (SCM) as the official health checking tool on SCM supported platforms using Tivoli Management Agent (TMA) on 3000+ systems
- Architected user-id management and single sign-on (SSO) project using IBM Tivoli Identity Manager (TIM) on 1500+ systems and 2500+ userids
- Deploying Boundary Firewall implementation for non-compliant UNIX based systems based on IBM security policies and offerings
- Design and architect a special tool using Lotus Notes for IT metrics reporting; the tool is very easy to use for the IT staff and generates quarterly reports for senior management
- Regular updates to the senior management team on the organization's security posture
- IBM Software Group Canada Privacy Focal Point (SWG Canada consist of 5 different geographical location across Canada and includes 5000+ employees)
- Assess processes within IBM SWG Canada dealing with PI (Personal Information) for privacy compliance

IT Advisory specialist**June.1997 – March.2000**

- Leading a team of administrators to support 800+ UNIX based systems for IBM Information Management organization on a 24/7 schedule
- Involved in all aspects of setup, delivery, installation, and support of UNIX base systems and the network (TCP/IP) at IBM Toronto LAB's systems farm based in Toronto
- Developed and maintained tools for administrating UNIX based OS using Korn Shell
- Developed documentation tools for more efficient and reusable instructions in order to provide the most reliable support system for the IBM Information Management organization
- Leadership role in IT security compliance oversight and scheduled work of the staff

Netcom Canada**March.1995 – June.1997****Senior System Specialist**

- Leading a team of admins for 24/7 support to Netcom customers
 - UNIX based systems admin and support (SUN OS)
 - Involved in all aspects of setup, delivery, installation, and support of UNIX base systems and the network (TCP/IP) at Netcom's systems farm based in Toronto
 - Developed and maintained tools for administrating UNIX based OS using Korn Shell
 - Developed documentation tools in the early stages of Netcom Canada for the IT dept.
 - Leadership role in IT security compliance oversight and scheduled work of the staff
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