

Summary

A highly accomplished professional, Ikbal has an excellent track record of creating immediate and sustainable results for major organizations across the U.S. and around the world through expert leadership of people, processes and technology.

Ikbal is known for creating centers of excellence on the cutting edge of industry. He spearheads and executes strategic and tactical plans, revolutionizes capabilities and revenue streams, develops comprehensive roadmaps for enhancements, and unites all on common best practices, missions and goals.



Consulting Areas

- IT Transformation
- Outsourcing
- Global Project Management
- IT Security
- System Integration
- Cloud-Based Solutions
- ERP & CRM Implementation
- Customer Service Team Building
- Analytics
- eCommerce
- Startups

Expertise

- Strategic Planning
- IT Operational Assessment
- Vendor Management
- Business Transformation
- Change Management
- IT Governance
- Outsourcing Contract Negotiation
- Program Management
- Team Building
- C-Level Client Relationship Management

Industry Verticals Served

Financial Services, Distribution, Software, Consumer Goods, Retail, Airline, Aerospace, Manufacturing, Medical Devices, High Tech, Pharmaceutical

Representative Experiences

- **Outsourcing Migration** – Orchestrated migration to outsourcing of multiple functions for Bank of America, including faxing, indexing and home loan document digitizing. Project involved interfacing with global teams and multiple vendors and third parties.
- **ERP Implementation** – Oversaw \$25M+ Tier 1 ERP system implementation by a major vendor for 2,000 users in over 50 departments for the City of Los Angeles.
- **IT Change Management** – Led global projects to upgrade IT security, improve compliance, segregate networks and standardize domain configuration at Amgen’s pharmaceutical manufacturing plants.
- **IT Assessment** – Led global teams on multiple major initiatives for the World Bank, including Technology Operational Assessment for the Republic of Yemen’s Accounting Financial Management Information System (AFMIS), and saving the government of Uganda \$1.5M via an IT operational assessment.
- **IT Strategic Planning** – Guided a major data center consolidation project for Dole Foods, a \$7B food grower and packer, including assessing the resources, network, and capacity; devising plans for a new site expansion; and guiding management in strategic decisions.

Recent Clients

Amgen Inc, DirecTV, Union Bank, World Bank, Bank of America, Henry Wine Group, City of Los Angeles

Past Employers

Deloitte LLP, Oracle, Continental Airlines, Tatum LLC, Sophtech Inc., ADP, RLG Investments

Education, Training & Certifications

MBA, Thunderbird School of Global Management, Glendale, Arizona
B.S. Distribution/MIS/Accounting, University of Houston, Texas