ALI ABIDI

SUMMARY

I am an experienced IT professional with more than seven years of practice with hands-on system, platform analysis, oversight, design security, and management. Knowledge and expertise in areas of ITIL procedures, management & IT operations, with specific focus on IT service delivery issues and systems.

PROFESSIONAL EXPERIENCE

Internal Revenue Service, New Carrollton, MD   **January 2017 – Present**
Cybersecurity Specialist

- Lead the implementation of security programs designed to anticipate, assess and minimize system vulnerabilities.
- Review proposed new systems, networks, and software designs for potential security risks; recommend mitigation or countermeasures, and resolve integration issues related to the implementation of new systems within the existing infrastructure.
- Develop long-range plans for IT security systems that anticipate, identify, evaluate, mitigate, and minimize risks associated with IT systems vulnerabilities.
- Coordinate the implementation of security programs across Tier I, II, and III systems, and establish vulnerability reporting criteria.
- Review and evaluate security incident response policies, identify the need for changes based on new security technologies or threats, test and implement new policies and establish measures to ensure awareness and compliance.
- Implement security requirements resulting from new Public Law, Presidential directive, or other external mandate, integrate security programs across IRS business units and organizations, and define the scope and level of detail for security plans and policies.
- Develop solutions to integration/interoperability issues, design, develop, and manage IT security systes that meet current and future business requirements, and apply and/or extend, enhance, optimize existing architecture.
- Develop IT security system projects from design to support, evaluate the effectiveness of systems and services, provide advice and solutions to a wide range of IT issues.

SunEdison LLC, Washington, DC   **December 2015 – January 2017**
IT Manager, Service Desk

- Established and maintained effective relationships with staff and with 3rd party service providers, including agents, management, and leadership
- Assisted with IT OpEx budget savings of $8m in 2016 (reused laptops, phones, further scrutinized approvals for devices). Also provided savings by left-shifting activities to Service Desk Tier 1, which is a lower cost center
- 13% decrease in ticket escalation from efforts to implement and support Employee Self Service solutions that negated the need for direct interaction with the Service Desk
- Focused on improving service delivery through effective use of ITIL methodologies, best practice, and industry standards
- Managed service provider teams as well as SunEdison-badged staff
- Drove the identification of root cause for incidents or problems and communicated appropriately to internal and external customers
- Ensured global standards, documentation, and processes for Global IT Service Desk (i.e., hardware, escalation, procurement, asset management, etc.) were created, deployed, and kept up to date
- Managed compliance with corporate policies including SOX and Security; represented the Global IT Service Desk on responses to internal and external audits
- Created and executed Global IT Service Desk strategic roadmaps, updated the priorities and document staffing/resourcing requirements for current and future needs

SunEdison LLC, Washington, DC   **October 2010 – December 2015**
IT Supervisor

- Coordinated and ran weekly IT meeting on SunEdison IT infrastructure and services
- Supervised team of local desktop support technicians
- Managed and ensured projects impacting local office are successfully completed when handed off to local support team for maintenance

- Monitored the progress of projects on site and made adjustments as necessary to ensure the successful completion of the projects
- Supervised groups to ensure that they met various milestones and timed objectives
- Established a communication schedule to update stakeholders including appropriate staff in the organization on the progress of projects on site
- Established and maintained effective relationships with staff and with 3rd party service providers, including agents, management, and leadership
- Monitored tickets for SLA violations and ensure that tickets are completed within SLA timeframe
- Assisted remote techs with troubleshooting problems and serve as lead

XRaze Inc, Baltimore, MD   **June 2013 – August 2014**
Project Manager
- Assigned tasks and projects to developer group for mobile applications
- Supervised groups to ensure that they met various milestones and timed objectives
- Collected information from customer to determine specifications for projects
- Reported progress of group to developers and management

Global Parcel Services, Washington, DC   **September 2008 – September 2010**
Chief of Operations
- Established system of parcel delivery through commuter routes, and commuter ride sharing platform
- Increased driver participation by 250%
- Led effort to increase outside investment into company by 180%
- Incentivized drivers by providing profit sharing structure
- Expanded customer base by 100%

COMMUNITY EXPERIENCE

Howard County Muslim Council, Columbia, MD   **December 2015 – Present**
President
- Planned and conducted various community activities and fundraising events
- Established working relationships with groups such as Howard County Police Department and Howard County Board of Education
- Managed overhaul of HCMC website and increased social media presence
- Creates and maintained diplomatic relationships with government agencies and community/faith groups
- Develops coalitions with various political and faith groups within Howard County
- Establishes and modifies goals for the Council

CERTIFICATES
- ITIL 2011 Foundations Certification

EDUCATION

University of Maryland University College, College Park, Maryland
Masters of Science, Cyber Security, May 2014

University of Maryland, Baltimore, Maryland
Bachelor of Arts, Information Systems, 2009