

Tony Zaki

Director, IT Business Consulting at EMC

tonyzaki@gmail.com

Summary

Decisive, action-oriented, and results-focused thought leader, PMI Certified & IBM Certified Senior Project and Program Manager in the Energy and Utilities industry. Has years of extensive leadership talents in management of complex software engineering, application development, and systems integration projects, specialized in risk mitigation, conflict resolution, earned-value management, team building, budget and financials management, and customer relationships. Has extensive experience in regulatory and government compliance projects. Effective team communication, collaboration in a high performance environment.

Specialties

Complex Project Management, Program Management, People Management, Negotiations, Delivery Management, Delivery Excellence, non-profits, Board Management

Experience

Director, IT Business Consulting at EMC

April 2014 - Present (1 year)

Senior Manager, IT Business Consulting at EMC

September 2009 - March 2014 (4 years 7 months)

Responsible for directing a team that serves EMC's Global Services organizations, provides methodologies, tools and oversight for business process design, manages business demand for IT services, advises customer on industry best practices and future trends in Global Services and technology enablement. Reporting to VP of Global Services, and Business CIO.

1 recommendation available upon request

Chairman of the Board at Arabic Evangelical Baptist Church, Inc.

March 2006 - March 2014 (8 years 1 month)

Chairman of the Board of Directors for Arabic Evangelical Baptist Church, Inc (AEBC). AEBC is a non-profit church that serves the Boston community, and provides several academic services such as a fully certified Pre-School program (LighthouseELC.com), English and Arabic classes available to the community. AEBC is a leading Arabic Protestant churches in North America. My role includes Board development, strategic planning, and operational management and control of AEBC initiatives. Organizational leadership and advisement Organization of the board of directors, officers, and committees Formulation and oversight of policies and procedures Financial management, including adoption and oversight of the annual budget

Oversight of program planning and evaluation Personnel evaluation and staff development Review of organizational and programmatic reports Promotion of the organization Fundraising and outreach

Manager, Portfolio Program Management at EMC

June 2008 - September 2009 (1 year 4 months)

Delivery Manager, Certified Senior Project Manager at IBM

October 2007 - May 2008 (8 months)

Manage the Delivery of IBM Application Services for the NSTAR account, with responsibility for all applications and teams in the portfolio. Manage all IBM employees, contractors, and Global Resources on the account.

11 recommendations available upon request

Business Area Manager, Project Manager at IBM

March 1998 - October 2007 (9 years 8 months)

- IBM Project/Program Manager and Business Area Manager responsible for maintaining numerous customer applications in Call Center, Billing, Metering, Energy Efficiency, Energy Supply, Electric and Gas Operations and Engineering, and Finance departments.
- Managed Customer Relationships at Director and VP level.
- Process advocate / champion. Implemented SEI Process, worked as liaison with IBM's World Wide SEPG.
- Member of Architecture Review Board, setting long-term strategies and technology directions for technology solutions and practices for enterprise.
- Project managed highly visible regulatory-driven projects and programs, with on time, on budget, and on quality results, also turning around troubled projects.
- Effectively lead and motivated onsite, offshore, and virtual teams composed of IBM, customer, and vendor employees.
- Experienced in Sarbanes-Oxley (SOX) compliance projects
- Helped Business Directors create Strategic Plans for their departments.

1 recommendation available upon request

Languages

Arabic

Skills & Expertise

Program Management

Professional Services

Integration

Project Management

IT Service Management

Software Development

Business Process

Management

IT Strategy

CRM

Global Delivery
PMP
Leadership
Project Portfolio Management
Solution Architecture
Consulting
Cloud Computing
Enterprise Architecture
Service Delivery
Budgets
Business Analysis
PMO
Outsourcing
Pre-sales
Account Management
Business Intelligence
IT Management
Software Project Management
Oracle Applications
SDLC
Resource Management
Oracle
Clarity
PMI
CMMI
Negotiation
Acquisition Integration
Global Strategy
Project Governance
SAP
Global Management
Application Management Services

Education

University of Phoenix

MBA, Technology Management, 2002 - 2004

Boston University

BA, Computer Sciences, 1993 - 1997

Honors and Awards

Certified Project Management Professional, PMP® IBM Certified Senior Project Manager

Interests

non-profit management, new technology, strategic planning, playing piano

Organizations

Project Management Institute

June 2005 to Present

Certifications

PMP

Project Management Institute License 288371 September 2005

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13 people have recommended Tony

"Tony is highly respected by his colleagues for his willingness to help anyone anytime he can. He is very well organized, easily reachable, and always on time"

— **Mohamed Alaeldin**, *Business Consultant, EMC*, reported to Tony at EMC

"I have worked in conjunction with Tony of a replacement recommendation for legacy hardware in the VMS environment. Tony was looking for a solution that best fit his company and was always very professional and knowledgeable. It was my pleasure to work with him trying to provide a solution."

— **Bob Gyles**, *Regional VP, Salem Automation Inc*, was with another company when working with Tony at IBM

"Tony was very detail-oriented, highly motivated and bright, with an appetite for knowledge and growth. Tony manages his team and his business partnerships very well. He is a trusted professional."

— **Jessica Brahaney Cain**, *Director, Customer Care & Energy Supply Applications, NSTAR Electric & Gas Co*, was with another company when working with Tony at IBM

"I worked with Tony while assigned to the NSTAR account in Westwood, MA from 2004-2007. Tony was consistently one of our high performers. He always had a positive attitude, worked well with the client and was highly respected by his peers and management team, both within the NSTAR client and IBM. Tony managed to complete his MBA as well as attaining PMI and IBM PM certification, all while maintaining exceptional standards on his projects. He also managed a team of several people and upon my departure from the account took on the full range of managerial activities for the entire IBM AS team at NSTAR. He is truly an exceptional employee and individual."

— **Alana LaBel**, *Professional Development Manager, IBM Global Services*, managed Tony at IBM

"We worked with Tony and his team on an analytics project for a common client, a large NE power utility, over a period of about 6 months. Tony always represented the clients interests very effectively and was an credible and capable advocate for the client as they contemplated deploying predictive analytics technology into their customer management processes."

— **Neal Oman**, was Tony's client

"Tony is a detailed orientated professional that communicated and delivered services and applications very well for all business partners. Tony was easy to work with and manage his team very well."

— **Rich Comeau**, *Business Integration Manager, NSTAR*, worked with Tony at IBM

"Tony managed Credit & Collectoions system for a utility client of IBM. He effectively managed team of 20+ professionals and also performed client facing role. Tony is very good communicator, motivator and detail oriented person. One of the best manager I have had."

— **Ajit Tawde**, *Technical Manager, Covansys*, reported to Tony at IBM

"It was a real pleasure to work with Tony Zaki! He is truly professional from the begining of each project to the successful delivery of the project. Tony is a very senior level project/service delivery manager, he is well respected by his peers as well as the customer. I would welcome the opportunity to work with Tony again and would highly recommend him for a similar or higher level service executive role."

— **Maggie Leverone**, *IT Management, IBM*, worked directly with Tony at IBM

"I worked with Tony at a utility company. He is a very good project manager, particularly with complex integrated systems. I found him to be a good communicator, and easy to work with."

— **Lauren Preston**, was Tony's client

"Tony is a very professional and technically talented individual. He has an easygoing personality and gets along well with people. He was always a pleasure to work with."

— **Tom Colby**, *Associate System Progmaner, Commonwealth Energy Systems*, worked with Tony at IBM

"I have worked with Tony Zaki for over 3 years at the same customer where both of our companies were service providers. Tony is a very well balanced individual with keen intellect and empathy. He is very customer focused and hardworking and had delivered many high-value business initiatives during this time. I have seen his ability to keep calm in difficult situations and resolve issues while working in a multi-vendor, multi-cultural environment. He is methodical with a great work ethic. I would love to work with Tony anytime in future. Ravi Bhagavatula"

— **Ravi Bhagavatula**, *Client Engagement Manager, Wipro Technologies*, was with another company when working with Tony at IBM

"Tony worked directly with his business clients, developing relationships and delivering major I/T projects. He has the ability to leverage his project management, communication and technical skills to deliver

successful projects and delight his customers. His portfolio demonstrates his track record and his references are outstanding."

— **Mark Beitzel, P.M.P.**, *Project Executive, IBM*, managed Tony indirectly at IBM

"I have known Tony for a few years. His outstanding technical skills and professional posture are just two qualities of many that he possess. He is very methodical in his approach to all the projects I have worked with him on. He follows through persistently with each project to completion. Overall, I would recommend Tony to get the job done. He is a professional that one can count on."

— **Shady Bishay**, *Sales Manager, Dynisco*, was with another company when working with Tony at IBM

[Contact Tony on LinkedIn](#)