MISBAH KHAN, CSM

Professional Summary

Experienced technology leader with over 20 years of experience at major corporations (*Amazon, Google, Oracle)*, non-profit, and government consulting. Deep understanding of technical solutions, balanced with business operations, communications, budgets, and team management.

Key Skills

- ✓ Leadership
- ✓ Analytics/Analysis
- ✓ E-Commerce
- ✓ Contract Negotiation
- ✓ Budgeting
- ✓ Executive Strategy
- ✓ Communication
- ✓ Enterprise Systems
- ✓ Microsoft 365
- ✓ Salesforce CRM
- ✓ Cyber Security
- ✓ AI/Machine Learning

Experience

Technology Operations, RHS Tech Services | 2023 – Present

- Developed technology solutions for renewable energy, state government and education sectors, to achieve strategic goals through technical solutions and platforms.
- Analyzed, maintained and grew networks, systems, and website architecture, enhancing operational reliability and client satisfaction.
- Implemented solutions that reduced breach attempts by 85% and improved security posture.

Director of Technology, American Clean Power | 2021-2023

- Oversaw organizational IT operations, strategy, and development initiatives to meet the growing needs of infrastructure, cybersecurity, and membership.
- Engaged with C-Level and Board Members on the state of IT to guide informed decision-making in changing political climate.
- Responsible for multi-million-dollar IT budget; achieved cost controls while improving critical function outputs across infrastructure, systems, and vendor contracts.

Technical Consultant, HelioKey | 2019-2022

- Developed strategic plans and rapid prototypes for non-profits and media enterprises using emerging technology to meet strategic and organizational goals.
- Provided thought leadership and strategic coaching to let clients adapt to industry trends.

Director of Technology, Global Impact | 2016-2019

- Led the technology operations, development, and cybersecurity for a $150M p/y non-profit, and built a secure and scalable IT environment.
- Advised C-Level and Board Members on emerging technology trends and policies, fostering a culture of innovation and data-based direction.
- Managed team of developers, designers, and support engineers to support growing organizational and client needs.

Systems Consultant, Habsim Group | 2012-2017

- Created strategic business & marketing plans to grow BizDev and Sales strategies across multi-channel (B2B, B2C) offerings, growing sales by over 80%.
- Managed a post-acquisition global data migration, while achieving 100% uptime & integrity.
- Identify solutions for growing customer compliance needs (FINRA, HIPAA, SOX, PCI).
- Provided Agile coaching for corporate, non-profit, and government sectors, to enhance productivity & innovation.

Tech Manager, Oracle | 2010-2012

- Oversaw development teams, and prioritized projects to meet the needs of clients with $250M+ in total annual sales.
- Directed an external PCI-DSS audit process to meet security and compliance protocols.

Sr Product Manager, AOL | 2004-2010

- Developed product vision, strategy, and roadmap to drive $120M+ in annual revenue.
- Achieved 75% YoY growth to exceed KPI targets.

Systems/Network Administrator, Google | 2003-2004

- Worked with cross-functional teams to scale IT operations to meet project delivery timelines.
- Optimized systems operations process to improve uptime in global environment.

Systems/Network Operations, Amazon | 2000-2003

- Ensured 24/7 operational integrity of mission critical eCommerce environment.
- Improved SLA process to reach 50% deployment efficiency & reduced downtime.

Education

Product Management Certification – Level Two (PMC-II), Pragmatic Institute

Certified Scrum Master (CSM), Scrum Alliance

Decision Science, Management Information Systems (DMIS), George Mason University