

REZA SUBHANI

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610.739.2347

WORK AUTHORIZATION STATUS: U.S. CITIZEN

SUMMARY

Proactive, technically adept, very analytical, collaborative team player with global mindset and result oriented. Over **10 years** of progressive experience in **Business Analysis** and **Project Management** in global cross-functional groups impacting different Truck Divisions/Business Units. Recognized for having a strategic sense with a global and innovative approach; real abilities to lead projects and to bring people together. Competencies include:

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| <ul style="list-style-type: none">• Project Management and Solution & Infrastructure Management: low to high complexity. Skill to execute projects: conception to close, within time & budget• Organizational and Problem-solving Skills. Efficient at managing priorities, combined with independent decision-making and sound problem-solving abilities• Cross-functional projects management with clarity and positive influence | <ul style="list-style-type: none">• Technical Skills: Analyze, design, develop, test, and deployment of strategic business solutions with sound understanding of Processes• Communication and Interpersonal Skills: Articulate in written and oral communication; outstanding interpersonal skills Including coaching and training• Strategic thinking and action plans oriented• Multi-cultural teams lead and development |
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EXPERIENCE

VOLVO GROUP NORTH AMERICA

2004 – 2017

SENIOR BUSINESS ANALYST/PROJECT MANAGER

PROJECTS AND ROLES:

- **IT REQUEST FORM FOR AMERICAS (ITRF) – PROJECT MANAGER - VOLVO GROUP AMERICAS**

Led a project to standardization of an end-user equipment request and workflow management tool to bring commonality among all the Global TD/BAs. **Led** creating an InfoPath based solution to serve all businesses. Performed project steps such as **initiating, planning, executing, controlling, and closing process.**

 - **Led** a team of 4 project members and 2 developers.
 - **Created** and defined hardware request **workflow** to analyze and challenge requests from TD/BAs.
 - **Planned, designed, created, executed, and maintained** [TeamPlace for IT Contacts](#) (SharePoint).
 - **Developed** End-user Guides and provided training to the end users; created **Workflows** using **MS VISIO.**
- **US VOICE MIGRATION – PROJECT LEADER/Business Site Coordinator**

The project objective was to reduce personal phone subscriptions, migration of telephony over an IP solution, and improve costs for Volvo sites in USA. **Outcome:** **annual savings of over \$1.7 million.**

 - Cost Saving Project: reduce the number of phone subscriptions in the USA: down to **1.2 from 3.0 per user.**
 - **SCOPE:** TD/BAs in Greensboro. **Result:** The average was reduced to **0.95 in GTT and 1.2 in others.**
- **MYPLACE - LOCAL PROJECT MANAGER/LEADER – VOLVO 3P ATN, MAC, NRV, HAG**

Unique Global Project to standardize Volvo Group end-users client technology to conform a standard enterprise model. Duties included **Leading, coordinating, and executing** various project responsibilities per ISGDP.

 - **Managed** a team of 14 IT Developers and Technicians during the rollout.
 - Performed end user studies and evaluation to secure that vital needs are met with working solution.
 - Worked with global and local Volvo 3P and Volvo IT project members to develop, evaluate, and implement policies and procedures designed to meet the needs of the project and the business.
 - Conducted evaluation, prototype, and Pilot test to validate operational readiness of client environment.
 - **Held workshops and ran meeting** at all level of management and end users, both global and local level.
 - Organized communication with all areas of the enterprise that impact the scope, budget, risk and resources.
 - Gathered requirements from Customers and stakeholders (Business), subject matter experts (Business and IT), and communicating the same. Prioritized the scope based on end user needs and business value.
 - Normalized 500+ Engineering/Business Applications.
 - Supported the consistency with global processes and application use.
 - Initiated **SHARED DATA MIGRATION** planning and normalization with Data Migration Team and Data Owners.

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- Developed and implemented a global runtime process for managing application profiles for end users.
- Assisted Program Manager in partnering with senior management of the business community to identify and prioritize opportunities for utilizing IT to achieve the goals of the Business Areas & Business Units.
- **INVOICE SPECIFICATION DATA BASE DESKTOP REPORTING**
A **cost saving initiative** created tool, Process, guidelines, and Training for **INVOICE SPECIFICATION DATABASE (ISDB) automated broadcasting** of individual IT costs to **330 3P Line managers globally**.
- **SHAREPOINT MIGRATION – PROJECT LEADER – GLOBAL GTT**
Planned, communicated, coordinated, and distributed project deliverables.
- **BLACKBERRY MIGRATION - BUSINESS SITE COORDINATOR – GTT NORTH AMERICA**
Project objective was to sunset of Blackberry and introducing iOS and Android as mobile solution in GTTNA.
- **UNIFIED COMMUNICATION - LOCAL PROJECT LEADER – GTT NORTH AMERICA**
Represented as **Project Leader** for the **Migration of MS Lync 2010 and Lync 2013.**
- **CONNECTED LIFE - PROJECT LEADER – GTT NORTH AMERICA**
Collaboration tools such as Communicator, Live Meeting, SoftPhone, and TeamPlace (SharePoint).
- **MISCELLANEOUS PROJECTS – VOLVO 3P AND GTT NA**
 - Served as **Business Site Coordinator** and **Technical Lead** for **STEP Migration** project.
 - Served as **Business Rollout Coordinator** for end user migration – **Office 2010**.
 - Served as **Business Rollout Coordinator** and **Technical Coordinator** for **On Board Telematics (OBT-13)**.
 - Served as **Business Site Coordinator** for **IE 11** and **MyArchive** (mailbox storage) project for GTT NA.
 - Served as **Business Rollout Coordinator** and **Super User** for **Phoenix project** (alternate storage solution).
- **OTHER TASKS, ACHIEVEMENTS, AND SKILLSET:**
 - Explored potential cost saving in the area such as application, storage, mobility, hardware, etc.
 - Delivered **US \$1 million in cost improvement for 2009/2010** with Global Desktop Team by proposing and implementing changes in application, storage, and collaboration area to help reduce the maintenance cost.
 - Helped **reduce new user lead times by 70%** as support for desktop related business functions.
 - Performed **coaching, training, and support** to set up GDCs (**Business Analysis Professionals**) in India.
 - Experience in presenting stakeholders' stated vision, business case, scope, project objectives, requirements and deliverables for the project within the framework outlined by the PMO/CPM.
 - **Established a global network** with **key stakeholders** during set up of Bangalore GDC Team.
 - Created a process of repairing "in contract" mobile devices and **negotiated** a deal with a local vendor.
 - To improve business **led business change initiatives**; identified, analyzed, and proposed new technologies.
 - Performed **new user onboarding** process for TD/BAs North America.
 - **Coached** top IT cost offenders each month to lower their overall IT costs.
 - Continuously worked and supported to improve delivery, cost, and features achieving customer satisfaction.
 - Worked with Volvo IT Process Analyst to correct downstream issues.

EDUCATION & PROFESSIONAL DEVELOPMENT

- **B.A. in Business Administration-Management Information Systems: Florida International University, Miami, FL.**
- **Project Management Gate – IIL**
- **Project Management Fundamentals – RMC Learning Solution**
- **Project Management Principles – Independent Instructor.**

PROFICIENCIES

Virtualization: Microsoft
(Virtual Server, Virtual PC)

Platforms: All Windows Platforms (Client, Server), iOS, Android, and Windows Phone; Anti-Virus, MS Exchange

Applications: MS Office Suite, Imaging Software, MDM software, SharePoint, SAP