Firas Hamza
Louisville, KY, USA

████████████

████████████

**Citizenship:** US citizen with valid US passport (US Dept. of Defense Clearance)
**Languages:** English: Fluent
Arabic: Native

***Professional Summar*y:**
Over 21 years of IT experience supporting enterprise-level organizations.

- Microsoft Worldwide AI Ambassador
- Healthcare Leader for Microsoft Worldwide Group
- US Military's Sr. Technical Advisor, Enterprise Architect, IT Manager for US Military Operations in Iraq and IT liaison with the DOD
- Business Development Lead for Microsoft
- Microsoft Innovation presenter/SME in worldwide conferences.
- Executive Leader in Digital Transformation
- Sr. Executive Advisor for multiple Global companies
- Cloud Migration Architecture
- Member of Louisville CIO Practicum group
- Previous Greater Louisville International Professionals Ambassador
- Ambassador for Greater Louisville International Professionals (GLIP)
- Founding member for Toastmasters International (Louisville chapter)
- Board Member of Asia Institute Crane House (AICH)
- Trusted Advisor and C-level presentations and meetings
- Lead Digital Architect for Microsoft Digital Advisory Services (Healthcare and Finance)
- Managing Principal, Senior Enterprise Architect (Enterprise Transformation), team lead and Project Manager for Dell's Enterprise Architecture group and Dell's largest Healthcare provider in Qatar (Government of Qatar)
- Enterprise Architect, Project manager and Team lead for multiple Global implementations
- Expert in DevOps Automation
- EMR implementation, IT Architecture and capacity planning
- Experience in working with different cultures on a global scale

*Highlights*

- Building Digital Transformation scenarios from envisioning stage to implementation for the biggest companies in the world.
- Cultivate new relationships with C-level executives and BDMs
- Azure Cloud Architect, responsible for migrating several large US enterprises (IaaS, PaaS & SaaS), hybrid Cloud architecture.
- Delivery Executive, Team Lead and Enterprise Architect for Hamad Medical Corporation to implement a National Health Insurance Revenue Cycle System for the Government of Qatar

## Work Experience

Microsoft Digital Advisory Director **July 2016- Present**

- Created new solutions and IP for Microsoft
- Patient Experience SME
- Ran several envisioning workshops for Digital Transformation
- Created strategic Roadmaps for world biggest Customers
- Published and help publish Book of Dreams (Art of the possible) for Healthcare and Proactive Wellness
- Relationship builder with BDMs and C-Level Executives
- Hosting events for our customers (Executive Briefings, dinners, Microsoft Technology Centers)
- Business development, bringing in impactful business deals
- Influence revenue, producing new solutions for our customers
- Creating new partnerships with ISVs
- Managing several delivery teams in the US and Worldwide
- Architecting new solutions and aligning Microsoft solutions with services
- Lead in Microsoft Digital Transformation for Healthcare Worldwide
- C-Level Trusted Advisor
- Part of World-Wide Digital Architects Services WW Group
- Assist in identifying technical dependencies in solutions and rationalize the Program Office deployment plans and scheduling
- Enterprise Modernization
- Cloud Migration Roadmap Strategies
- Hybrid Cloud solutions
- Application Rationalization/Modernization
- Virtual Health
- Data Governance

- Identify organization and technical barriers and manage these issues to resolution through appropriate Microsoft and/or channels
- DevOps Automation (Cloud)
- Application Migration: IaaS, PaaS & SaaS
- Big Data and & Azure Data Lake
- Blockchain for Healthcare and Finance
- Global Disaster Recovery Architecture for Multinational Companies

Independent Contractor Small Planet Consulting: Remote (US-side) –**Aug 2015-June 2016**
Position/Title: trusted Advisor
Primary Responsibilities:
- Enterprise Solution Architecture
- Security review and gap assessment based on ISO 2700x Standards
- AWS Migration data Center Migration
- Enterprise Transformation
- C-Level consulting (Trusted Advisor)
- 3rd Party Vendor assessments
- End to End Solutions

Facility: Dell (remote)                                                    **May 2015-July 2015**
Position/Title: Sr. Consultant
Primary Responsibilities:
- Data Security Strategies and Best Practices for Dell's Sales team
- Global Strategy for Dell
- Research and Global Strategies
- Data Center Support for clients worldwide
- Executive presentations and meetings with clients
- Pre-sale strategy and support
- RFPs and pre-sale material.
- Internal training

Facility: **Dell-Round Rock Texas  (Internal)**                    **Jan, 2015-Apr 2015**
Position/Title:   Sr. Enterprise Architect/Team Lead/ Dell Global Healthcare Consulting/Global Strategy and Planning group.
Primary Responsibilities:

- End to End solutions
- Data Center Migration
- Enterprise Solution Architecture
- Revenue Cycle Best Practices
- Revenue Cycle Integration
- Revenue Cycle Enterprise Architecture

| Facility: | **Hamad Medical Corp./Government of Qatar** | **Mar, 2014- Dec, 2014** |

**Position/Title:**   Dell Global Healthcare Consulting/Sr. Enterprise Architect/Delivery Executive

**Primary Responsibilities:**

- Provided Enterprise Architecture for National Health Insurance Revenue Cycle for HMC
- Provided Integration Architecture Recommendations and Best Practices for Healthcare Systems
- Provided architecture analysis including processes, organization and technical changes required to migrate from a subsidized hospital group to reimbursement / insurance funding.
- Executive presentations, High level government meetings. Technical Liaison between HMC and the Government of Qatar.
- Worked with multiple stakeholders, vendors and multi-national teams
- Provided gap analysis to bridge the gaps between current state and future state.
- Provided business and technical analysis

| Facility: | Dell Global Healthcare Consulting **AdvantageCare Physicians** | **Sept 2013 – Feb,2014** |

**Position/Title:**   Sr. Consultant/Project Manager

**Primary Responsibilities:**

- Provided Enterprise Architecture support
- Project Management and team lead for implementation
- EPIC Cogito Data Warehouse implementation
- Worked on requirements and capacity plan for EMR
- Provided key support for EPIC implementation for 37 clinics in New York area
- Delivered recommendations for use of virtualization, data compression, and shared infrastructure. These measures will result in ongoing cost reductions.
- Worked with various vendors & stakeholders to implement different pieces of EMR system
- Implemented a reporting strategy for the reporting team and senior management
- Worked on backup strategies for the EMR system

| Facility: | **Norton Healthcare. Louisville, KY** | **Jul, 2010-Aug 2013** |

**Position/Title:**   Enterprise Architect/Team Lead/Project Manager/ Security Specialist, Sr. Advisor

**Primary Responsibilities:**

- Provided IT support for over 1,500 systems at 5 area hospitals, 12 immediate care centers, and 72 clinics
- Provided key support and project management for EPIC go-live
- Implemented and upgraded EPIC Clarity

- Planned and implemented EPIC Cogito Data Warehouse
- Part of the acquisition task force to develop a strategy and action plan to acquire, migrate, consolidate clinics within the Norton data center
- Created substantial cost savings for company by reviewing software, eliminating redundant products, and consolidating licensing
- Part of committee for EPIC design and capacity planning
- Helped design and implement EPIC disaster recovery with quarterly exercises between two data centers
- Implemented cost savings initiatives of over $1,000,000 via Microsoft License consolidation and virtualization from socket to core licensing model
- Helped with implementation of  ITIL
- Executed performance tuning and Microsoft best practices
- Worked with subject matter experts and leadership to build strategy, processes and information technology assets for future growth
- Virtualized and assessed capacity for over 30% of database environment using VMWare Capacity Planner
- Reviewed SLAs and managed vendors
- Made capital investment recommendations and wrote annual budgets
- Negotiated Microsoft Premier agreement with significant savings and benefits
- Implemented McAfee Sentrigo (anti hacking)
- Participated in enterprise-level capacity and storage growth planning due to acquisitions
- Performed IT security audits for servers (OS), applications and databases
- Part of ITIL committee (Change Management)
- Performed sunsetting applications due to EPIC
- Provided applications support
- Helped implement incident management practices
- Conducted hardware review and evergreening

| Facility: | **Ashland Inc.** | **Mar, 2007-Jun 2010** |
|---|---|---|
| Position/Title: | Sr. Enterprise Architect/Sr. DBA/Project Manager | |

**Primary Responsibilities:**

- Supported over **3,000 systems worldwide**
- Implemented worldwide enterprise strategies
- Participated in disaster recovery task force with quarterly exercises and procedures review
- Designed and implemented virtualization strategy for 60% of the HQ's data center
- **Participated in acquisitions task force for numerous acquisitions. Provided IT support for company's largest company acquisition to date**
- Supported VMWare 3.03 worldwide

- On call 24/7
- Executed performance tuning for SQL server databases, using SQL Profiler, Perfmon and NetIQ AppManager
- Conducted security audit for Sarbanes-Oxley compliance
- Participated in capacity planning
- Created/maintained SSIS ETL jobs
- Supported Dell hardware, road map and evergreening

| | | |
|---|---|---|
| Facility: | **Haverstick Consulting** | **Feb 2006-Feb 2007** |
| Position/Title: | Sr. Consultant/Sr. DBA for Ashland Inc. | |

Primary Responsibilities:
- Analyzed root causes for recurring severity 1 incidents enterprise-wide
- Created a project to develop and implement enterprise solutions to address severity 1 incidents
- Changes resulted 97% reduction in incidents worldwide
- Implemented Microsoft Best Practices

| | | |
|---|---|---|
| Facility: | **KY Cabinet for Health and Family Services/Office of Technology Services/Operations.** | **Aug 2004-Jan 2006** |
| Position/Title: | Team Lead/Sr. Database Administrator/Sr. SharePoint Administrator/Systems Administrator | |

Primary Responsibilities:
- Supported all Cabinet IT infrastructure for 13,000 employees statewide, including 1,000 databases and applications
- Provided system administration for over 500 servers
- Administered and supported 4 SharePoint services servers and over 200 sites
- Established disaster recovery practices and procedures

| | | |
|---|---|---|
| Facility: | **SAIC, Global Strategies group** | **July 2003-July 2004** |
| Position/Title: | Sr. Technical Advisor, Enterprise Architect and IT Manager for U.S. Military Operations in Iraq, supporting Operation Iraqi Freedom (contractor for U.S. Dept. of Defense) | |

Primary Responsibilities:
- Supported U.S. Army recruitment of New Iraqi Army (NIA) in hazardous environment at Baghdad Recruiting Center/Coalition Provisional Authority

- Supervised three IT teams in Iraq
- Created/maintained all biometric security identification cards for the NIA
- Developed and implemented policies and procedures for all recruiting operations in Iraq
- Established disaster recovery procedures (office attacked multiple times by suicide bombers)
- Provided oversight of all technical work performed by subordinate DBAs
- Created data warehouse and generated reports for U.S. Army and Central Command via ETL (collected data from 3 sites)
- Set up and maintained remote access for all recruiting centers from centralized location to minimize hazardous travel
- Served as Technical Advisor for Coalition Military Assistance Training Team and as liaison between SAIC and U.S Army
- Established, maintained, and evaluated infrastructure, databases, software, and communications systems
- Created, monitored, maintained, and managed background check system for thousands of Iraqi recruits
- Provided network support for over 150 users/PCs for 3 sites in Iraq
- Awarded National Civil Award for Service in Iraq

| | |
|---|---|
| Facility: | **KY  Dept. of Public Health and Agriculture    May 1999-Jun 2003** |
| Position/Title: | Oracle DBA /System Admin/Lead Programmer (Consultant) for Agriculture and Public Health Inspection programs |

Primary Responsibilities:
- Created multiple inspection programs for various remote facilities statewide, using mobile application based on Oracle and Microsoft Technologies with centralized database
- Provided training and support to users

---

***Education***
B.Sc. Baghdad University
ITAT (IT Advance Training School), Vienna, VA