

ZARYAB “ZEE” BHATTI

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Director-Level Project Management | IT Operations & Field Support | Global Service Desk, Incident Management & Change Management | IT Security | Telecom | IT Client Liaison | ITSM Governance

PROFESSIONAL SUMMARY

Strategic IT executive with 17+ years of progressive leadership experience spanning Project Management, Global Service Desk Operations, Incident and Change Management, ITSM Governance, Telecommunications, Cybersecurity, Compliance, IT Client Liaison, and IT Field Support. Proven ability to build, transform, and lead multi-regional IT organizations supporting more than 15,000 users, managing teams of 30+ professionals, reducing operating costs with AI-supported tools, and improving service performance, reliability, and customer experience. End-to-end ownership of ITIL-aligned service management processes, enterprise support operations, major incident response, technology governance, and regulatory compliance across ISO, PCI DSS, HITRUST, and SOC 2 environments. Recognized for combining strategic leadership with operational and technical depth, enabling effective oversight of daily IT delivery while confidently representing technology functions with executive leadership, clients, business stakeholders, and external auditors.

15,000+ Global Users Supported	99.7% System Uptime	1.5M+ Annual Savings Driven	30+ Direct Staff Led	50+ Client Project deployment
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CORE COMPETENCIES

- **Executive IT Leadership:** Project management, Cross-Functional Leadership, P&L / Budget & Vendor Management, Enterprise Infrastructure Management
- **Operations & Service Delivery:** Global Service Desk & Support Operations, Incident/Problem/Change Management (ITIL), IT Field Support & End-User Computing (EUC)
- **Governance & Optimization:** SLA/KPI Governance, Process Automation & Optimization, Telecom & Network Operations, IT Security & Endpoint Protection

PROFESSIONAL EXPERIENCE

IBEX Global | 2009 – July 2026

Director – IT Field Support (USA Region & Jamaica)

2023 – 2026

- Led multiple end-to-end technology projects for U.S.-based clients, including healthcare clients, overseeing requirements gathering, IT solution planning, deployment, implementation, operational transition, and lifecycle support. Addressed complex technical, security, compliance, and domain-specific requirements while coordinating cross-functional teams to deliver reliable solutions aligned with client needs and business objectives.
- Served as IT Field Support lead for ISO, HITRUST, PCI DSS, and SOC 2 Type II certification efforts in US.
- Handled a \$2M+ annual operating budget covering equipment, logistics, and field operations across all US sites, with strict cost controls.
- Own enterprise-wide equipment lifecycle management — forecasting, deployment, logistics, and returns.
- Built and deployed automation/forecasting tools that cut equipment procurement cost by ~\$500K/year.
- Led projects to enable AI for voice/chat to optimize the ServiceDesk support while I was leading the ServiceDesk team, which paved the way under this role till maturity.
- Concurrently led two regions — sustained enterprise desktop/infrastructure stability across multiple US sites while directly running Jamaica field operations (Sep–Dec 2024).
- Managed IT compliance programs, sustaining >95% security/patching/endpoint compliance in alignment with ISO, PCI, and internal audit standards.
- Led workforce planning, hiring, performance management, and org development for field support teams.
- Redesigned packaging/deployment process, cutting equipment damage to <1%.

Selected Project: Enterprise BYOD Rollout (ThinScale SRW)

- **Situation:** Rising hardware costs and long deployment cycles across US field sites.
- **Action:** Designed and led enterprise BYOD strategy using ThinScale SRW to reduce dependency on company-owned hardware.
- **Result:** Projected saving 50% of loss in unreturned equipment accumulating to more 500k-700K/year of saving

Associate Director – IT Service Desk, IT Command Center & Incident Management,

2021 – 2023

ITSM Governance

- Managed ITSM governance and directed Service Desk, Command Center, and Incident Management divisions comprising 31+ staff.
- Led projects to enable AI for voice/chat to optimize ServiceDesk support line.
- Improved system uptime through process automation and proactive monitoring (Nagios, SolarWinds) — reduced organizational downtime significantly.
- Managed direct global client engagement to ensure SLA adherence and premium service quality.
- Led major incident response — ran bridge calls and crisis coordination end-to-end.
- Delivered executive-level incident reports, RCA documentation, and trend analysis to C-suite stakeholders.

Senior Manager – Incident/Change Management, IT Security & Telecom

2018 – 2021

- Directed Incident Management, Command Center, Change Management, IT Security, and Telecom divisions comprising 19 staff.
- Drove uptime gains through automation and proactive monitoring (Nagios, SolarWinds).
- Led ISO certification efforts — supplied audit evidence and coordinated site-level physical inspections.
- Set up new site-level internet connections (400–800 employees) with bandwidth and backup-path planning for operational continuity.

Manager & Assistant Manager – Incident Management

2016 – 2018

- Owned end-to-end incident lifecycle management for critical enterprise systems, building preventive controls via RCA.
- Facilitated major incident bridges for rapid recovery and transparent stakeholder communication.
- Built incident reporting frameworks and executive KPI dashboards.
- Advanced ITIL process maturity and mentored junior analysts.

Supervisor & Executive – Global IT Service Desk

2009 – 2016

- Supervised 24/7 global Service Desk operations across US, Philippines, UK, Africa, and Asia.
- Sustained 99.7% system uptime through proactive monitoring, incident management, and rapid restoration.
- Built SOPs and standardized support procedures; delivered monthly executive performance reports.

TECHNICAL EXPERTISE

- **Endpoint & Security:** SentinelOne, Microsoft Intune (MDM), Rapid7, PDQ Deploy
- **Systems & Infrastructure:** VMware, AWS Workspaces, Windows/macOS Enterprise Support
- **ITSM Tools:** ChangeGear, ManageEngine, Remedy, in-house ticketing systems — End to end organizational deployment and managing lifecycle of all ITSM modules.
- **Networking & Security:** Fortinet (FortiGate), Palo Alto Firewalls
- **Telephony & Monitoring:** Avaya CMS / Call Center Administration, Nagios, SolarWinds, Syslog
- **Business Tools:** FedEx API logistics automation, Excel-based forecasting models
- **AI Integration:** Chat bot integration with Knowledge base/IVR integration with internal helpdesk line.

EDUCATION

- Bachelor of Science (Honors), Telecommunication

CERTIFICATIONS

*PMP * ITIL

AWARDS & RECOGNITION

- *US VIP Award — 2024
- * Leadership Award & Service Excellence Awards
- * Service Beyond Excellence Award (x2)
- *Employee of the Month (x2)