

Vikram Ahmed, Ed.D., M.B.A.

EXECUTIVE SUMMARY:

A futurist, visionary technology leader with more than 19 years of higher education information technology experience. Excels in formulating effective strategic plans and collaborative endeavors, managing critical projects, managing budgets, and negotiating contracts while envisioning, designing, and implementing modern, secure, bleeding-edge yet cost-effective information systems and solutions. Specializes in creating customer-centric, high-performance, and high-accountability environments while recruiting and developing exceptional workforces. Continuously strives for sustainable excellence.

TECHNO-PHILOSOPHY: INNOVATION + INVENTION + INTEGRATION + IMPLEMENTATION = IMPROVEMENT

NOTABLE ACHIEVEMENTS:

- ❖ Migrated more than 75% of core services and applications to the cloud using a mix of SaaS, IaaS & PaaS.
- ❖ Achieved cost savings worth more than \$2.5M by optimizing the distribution of services between the cloud and on premise.
- ❖ Efficiently managed IT budgets up to \$11M, often doing more with less.
- ❖ Recognized for building trust and credibility throughout the organization.
- ❖ Successfully completed numerous collaborative, cross-functional, multi-campus, time-sensitive projects.
- ❖ Re-engineered the operations of multiple IT units to meet modern demands.
- ❖ Implemented ERP systems in multiple institutions (both on-premise and in the cloud).
- ❖ Conceptualized, designed, built, and implemented a first of its kind Multi-Factor Authentication solution using biometrics which includes a native mobile application for iOS and Android platforms.
- ❖ Implemented an integrated authentication platform that allows cross-platform single sign on between different protocols like OAuth, CAS, ADFS, AzureAD and others.
- ❖ Built and implemented the largest university portal in the country (Howdy at Texas A&M).
- ❖ Implemented Virtual Office.
- ❖ Automated core services like workflows, data transfers, procurement, hiring, and business analytics.
- ❖ Re-architected the network and infrastructure to enhance security and optimize performances.
- ❖ Received multiple awards and recognitions for innovative solutions and collaborative endeavors.

KEY COMPETENCIES:

- Fostering and leading collaborative endeavors and building effective relationships with internal and external constituents, especially those with diverse, complex, and conflicting requirements
- Formulating budgets and achieving optimal returns on investments
- Strategic plans, business continuity, disaster recovery and multi-location operations
- ERP Systems (Ellucian Banner, Workday, Peoplesoft), portals, learning management systems, customer relationship management systems, document management systems, workflows, and help-desk systems
- Cloud Technology - striking an optimal balance between SaaS, IaaS, PaaS, and in-house deployments
- Project Management
- Vendor relationship management
- Database management, Business Intelligence, Data Mining, Data Warehousing and Big Data Analytics
- Identity and access management including single-sign-on and multi-factor authentication
- Software and application development (web and mobile) including agile methods
- Information security, risk assessment and compliance
- Microservices and virtual infrastructure including container orchestration (Docker and Kubernetes)

EDUCATION:

- University of Central Florida, Orlando, Florida
Doctor of Education (Ed.D) in Educational Leadership, August 2018
- East Carolina University, Greenville, North Carolina
Master of Business Administration (MBA), specialization in Management Information Systems, May 2002
- Indian Institute of Social Welfare & Business Management, Calcutta, India
Post Graduate Diploma in Business Management with specialization in Finance, December 1998
- University of Calcutta, India
Bachelor of Commerce, April 1994 (With Honors)

WORK EXPERIENCE:

Stetson University, DeLand, Florida

Director – Enterprise Information Systems

October 2013 – Present

Interim Chief Information Officer (September 2014 - April 2015)

- Establish the university's technical vision, technology strategy, and lead all technological deployments.
- Provide leadership, direction, and oversight in developing, implementing, and administering the university's enterprise information systems which includes ERP, portals, customer relationship management system, learning management system, document imaging system, workflows, fund-raising system, and student success predicting system.
- Lead the migration of critical university services to the cloud (Amazon Web Service) as part of the university's "Cloud-First" strategy while maintaining an optimal balance between software as a service (SaaS), infrastructure as a service (IaaS), and in-house deployments.
- Oversee all applications development, lately using microservices and agile methods.
- Oversee the university's identity and access management platform.
- Oversee the university's network infrastructure and service operations.
- Oversee information security measures which include intrusion detection, access control, social engineering, and threat management. Recommend and implement security best practices, policies, and procedures.
- Represent the university's Information Technology department in interactions with campus and external stakeholders. Serve in several strategic committees including the President's cabinet.
- Serve as the representative of the university on all internal and external audits related to technology. Represent the university on professional organizations, consortiums, and committees.
- Build, manage, and lead teams of managers and information technology professionals to support the University's needs across the enterprise with adherence to the strategic goals.
- Collaborate with various constituencies throughout the university to analyze requirements for new systems and services, to plan and prioritize projects, and to deploy and support systems.
- Formulate policies and procedures for the Information Technology unit including those related to business continuity and disaster recovery.
- Project management: Perform analyses with stakeholders to determine feasibility, alignment with strategic goals, desired results, and the methods to accomplish identified objectives; Project leader for all IT projects.

Texas A&M University, College Station, Texas
Manager – Enterprise Information Systems

July 2007 – January 2014

- Provided technical leadership for the development, design, and implementation of the university's ERP system, and the university's portal "Howdy" (<https://howdy.tamu.edu>) along with their associated infrastructures.
- Co-ordinated the migration from the university's legacy enterprise systems to the new ERP. Re-formulated appropriate business processes, policies, and procedures to facilitate a smooth transition.
- Oversaw business continuity and disaster recovery protocols and procedures.
- Project management including development of requirements, scope documents, timelines, and progress.
- Served as the technical, functional, security liaison and technical audit representative of the department. Represented the department in several internal and external audit processes.
- Implemented several security standards for identity and access management including multi-factor authentication. Oversaw encryption of all data communication channels including web-services.
- Supervised and managed the functioning of the multi-campus ERP Team which included hiring, training, re-assigning, and forming cross-functional workgroups.
- Represented the university in several large-research-university consortiums.
- Led user training and other user support efforts. Planned and participated in numerous marketing and awareness initiatives to advertise the portal/ERP system and other endeavors.

University of Notre Dame, Notre Dame, Indiana
Applications Analyst/Developer

December 2004 – July 2007

- Played a critical role in the successful implementation of the university's new strategic administrative information systems which included the ERP and learning management systems.
- Developed, implemented and administered the university's web portal "insideND" (<https://inside.nd.edu>).
- Automated a vast majority of back-end maintenance operations using time-sensitive scripting techniques. Implemented automatic real-time web-services for multi-directional data transfers with internal and external constituents.

East Carolina University, Greenville, North Carolina
Systems Analyst and Administrator

May 2001 - December 2004

- Served as the lead analyst, developer, and administrator of the university library's website, online catalog and digital media collections (websites: <https://www.ecu.edu/libraries> and <https://digital.lib.ecu.edu/>).
- Oversaw the integration of the library web services with the University's ERP system, authentication system and online payment gateway. Designed and administered all the library databases.

Additional Position Held:

*Chair of Technical Working Group of North Carolina Encoded Archival Description (NCEAD) - 2002-2004
Chaired this consortium comprising of personnel using Encoded Archival Description (EAD) across North Carolina universities - Duke, UNC-Chapel Hill, Wake Forest, NC State and East Carolina.*

ANZ Grindlays Bank, Calcutta, India

Multiple Managerial Positions

April 1995 to July 2000

(Relationship Manager, Planning Officer – Eastern India, and Assistant – Manager Retail Lending)

Areas covered include customer relationship management, business analysis, development and administration of management information systems, and retail lending operations.

Notable Achievement:

Designed, developed and implemented a parallel, integrated banking information system to track business performance of the Retail Banking Division in Eastern India. This system was subsequently implemented across the bank network all over South-East Asia.

TEACHING EXPERIENCE:

Stetson University, DeLand, Florida

Adjunct Faculty – School of Business Administration

May 2015 – Present

Courses taught:

Database Management, Business Analytics and Management Information Systems

Rollins College, Winter Park, Florida

Adjunct Faculty – College of Liberal Arts

September 2020 – Present

Courses taught:

Statistics for Business

CONSULTING EXPERIENCE:

Texas A&M University, College Station, Texas

Consultant – Remote (Part-Time)

February 2014 - November 2018

- ERP implementation and transfer

RESEARCH INTERESTS:

Endpoint Security, Password-less authentication, Big Data Analytics, Machine Learning and Artificial Intelligence

SELECTED PROFESSIONAL PUBLICATIONS AND PRESENTATIONS:

- “Teaching information technology alongside business analytics: Case study”, Journal of Education for Business, 2018
- “An Analysis of the Preparedness of Educational Institutions to Ensure the Security of Their Institutional Information”, University of Central Florida, 2018
- “The Mobile Portal: Moving with You”, EDUCAUSE Conference 2012
- “Host Based Intrusion Detection: Analyzing System Logs”, University of Notre Dame, 2006
- “Optimizing the Value of a Digital Library using XML Search Engines: Evaluation and Implementation at East Carolina University”, LITA National Forum, 2003

SELECTED AWARDS:

“Problem Solver of the Year”: Stetson University, DeLand, FL, April 2019.

“Outstanding International Student”: East Carolina University, Greenville, NC, April 2002.

PROFESSIONAL MEMBERSHIPS:

EDUCAUSE, Internet 2, Ellucian Advisory