



Ryan W. Mahabir

DYNAMIC & PROGRESSIVE IT EXECUTIVE

CONTACT INFO



Phone

647-785-7926



Email

ryan@mahabir.pro



Address

61 Dolman Street. Stoney Creek.
ON. L8J 2P2



Online Resume

www.mahabir.pro

EDUCATION

- **BAA – Management Information Systems**
Ryerson University
- **MCSE+I (Microsoft Certified Systems Engineer)**
- **PMP Certified**
- **SAFe Agilist 5.1 Certified**
- **AWS Cert Cloud Practitioner**
- **Cisco CCNA Training**
- **Salesforce Admin Training**
- **Salesforce Developer Training**

SOCIAL

- **LINKED IN**
1800+ Contacts
14+ Recommendations
200+ Profiles Views / Month
- **Facebook / Instagram**
4,000+ Friends

ABOUT

Dynamic, resourceful, and motivated IT Executive with excellent technical, communication, collaborative, and problem-solving skills. A proven track record for delivering solutions that meet and exceed organizational requirements with a focus on innovation and transformation. A Strong IT Leader who communicates a clear vision and technical strategy to achieve business goals and needs while analyzing current market opportunities and competition.

As a leader with over 20 years of experience, I believe in building a robust collaborative environment and empowering skilled team members to carry out their roles and responsibilities effectively while delivering timely and cost-effective results that align with business needs.

CAREER EXPERIENCE

Director of Information Technology | 2023 – Present Coreslab International. Hamilton

Responsibilities

Provide leadership and strategic vision for developing, implementing, and project-managing business solutions across Canada and the USA. Accountable for overseeing all aspects of the organization's IT infrastructure, operations, security, governance, risk management, staffing, and compliance. The focus centers on implementing a robust GRC framework that ensures effective governance, risk mitigation, and compliance.

Specifics

- Manage IT operations and infrastructure for 19 locations across North America.
- Lead the implementation of Microsoft 365 across all locations.
- Ensure compliance with NIST 800-171 to meet government security standards.
- Virtualize on-premise servers and applications, migrating them to the cloud.
- Develop and manage IT budget for multiple locations.
- Lead and mentor IT teams across the organization.
- Develop and implement cost-effective solutions to meet business needs.
- Collaborate with cross-functional teams to support business initiatives.
- Manage vendor relationships and negotiate contracts.
- Ensure data security and privacy, implementing appropriate measures.
- Monitor and optimize system performance, addressing issues promptly.
- Conduct regular risk assessments and develop mitigation strategies.
- Provide strategic guidance to align IT goals with organizational objectives.
- Ensure high availability and reliability of IT systems and services.

Leadership

Developed the Information Technology vision, strategy, and budget as a member of the Leadership team, ensuring alignment with Coreslab's business goals and needs.

Key Accomplishments

- Project Managed the rollout of the new Corporate website in less than 4 months.
- Rolled out new security initiatives to mitigate the risk of ransomware, malware, and other growing threats utilizing emerging security and AI software solutions.
- Implemented security policies, software, and controls to conform to NIST 800-171 as regulated by the US Military.

SKILLS

- Agile Project Management
- Strategic Planning
- IT Management
- Digital Transformation
- Network Engineering
- Wordpress (Advanced)
- Cloud & SAAS Solutions
- Client Relationship Building

EXPERTISE

- Project Implementation
- ERP Migrations
- Helpdesk Management
- Solving Complex Problems
- Infrastructure Design
- Virtualization
- Office 365
- Cloud Computing
- Google Cloud / Azure

ACHIEVEMENTS

- ERP Implementations (SAP, MS Dynamics, INFOR M3)
- Consistently Exceed Helpdesk SLA's
- Microsoft 365 Rollouts (Virtualization)
- Domain Migration To Cloud
- Global Network Rollouts (Belgium, Germany, England, Mexico, India Etc.)
- NIST/CMMC Compliance
- Salesforce Implementations

INTERESTS

- Entrepreneur & Business
- Affiliate Marketing
- Writing & Publishing Books
- Health & Fitness (Science)
- Learning Anything
- Travel & Visiting Historic Sites
- Building Websites (Wordpress)
- Politics

Sr. Information Technology Manager | 2020 – 2023 Patriot Forge Co. Brantford

Responsibilities

A Canada-wide role is reporting to the President of Patriot Forge Co., Providing leadership and vision for developing, implementing, and project-managing business solutions. Responsible for all aspects of the organization's IT infrastructure, Operations, Security, governance, risk, staffing, and compliance. (GRC).

Specifics

- Responsible for all aspects of the organization's Information Technology Systems, including budget, planning, delivery, operations, and support.
- Stay current with the market, competition, customers, and disruptive technologies.
- Direct and Develop IT Infrastructure & Operations teams across Canada.
- Identify, recommend, develop, implement, and support cost-effective solutions.
- Building, maintaining, and optimizing dashboards to get the best analytical view of cost, demand, and capacity planning data.
- Manage all security aspects in conformance with industry standards.
- Manage 3rd party contractors for PLCs, engineering, and manufacturing support.
- Implemented a video conferencing solution, Zoom Rooms, and SIP/VOIP technologies.
- Re-wrote all IT policies in conformance with current governance and HR standards.

Leadership

As a member of the Leadership team, developed the Information Technology vision, strategy, and budget, ensuring alignment with Patriot Forge's business goals and needs.

Key Accomplishments

- Project Managed an ERP / digital transformation solution to achieve the business objective for a paperless manufacturing environment.
- Re-organized the DevOps team for better efficiency; hired new full-stack developers, assigned a Team Lead, and promoted a senior developer to Project Manager.
- Implemented security policies, software, and controls to conform to NIST 800-171 as regulated by the US Military, with the next phase to comply with CMMC 2.0.

Information Technology Manager | 2015 – 2020 WEIR Canada Inc. Mississauga

Responsibilities

A Canada wide role reporting to the COO of Weir Canada Inc. providing vision and leadership for developing, implementing, and maintaining information technology business solutions. Responsible for all aspects of the organization's IT Infrastructure. Lead Project Manager for various ERP, network implementations, and other initiatives.

Specifics

- Direct and Develop IT Infrastructure and operations teams across Canada.
- Collaborate directly with the executive management team and decision-makers in other departments. Liaise with Global IT Teams regularly.
- Establish KPIs, metrics, and SLAs to improve the overall performance of IT operations.
- Create and maintain a positive and growth-focused team environment that fosters professional development and a high level of engagement.
- Ensure comprehensive disaster recovery architecture is maintained and operations are in place to ensure compliance with SOX, PCI, SOC, etc.
- Manage approved IT Budget and Forecast (> 3 million)
- Liaise with Global IT Divisions for strategy, projects, and initiatives.
- Act as the Sr. IT Project Manager for over 30 active projects (2018-2020)
- Manage the Virtual (VMware) environment.
- Manage mobility, MDM, & and telecom contracts.
- Manage Complex WAN infrastructure (MPLS, Cloud, VPN, VOIP/SIP Phone system)

Strategic Partnerships

Developed strategic relationships with service providers, and VARs to drive down costs and bring in next-generation technologies; Office 365/Power BI, Slack, Cisco Meraki, Linux Ubuntu, Google Workspace, Service Now, Mac OS, IoT devices and sensors, Zoom Room.

WEBSITE DEVELOPMENT

Expertise in Website Design using Wordpress and other platforms.

- www.patriotforge.com
- www.mahabir.pro
- www.bodybyyou.ca
- www.djbobbyryan.com
- www.djsamusjay.net

TESTIMONIALS



"Ryan is always a pleasure to work with. As a seasoned IT professional, he can always get the root of the issue and find out a creative way to solve the problem."



"Ryan was an absolute pleasure to work with. He always had a strong vision and execution plan to back it up. He was always willing to consider different possibilities to solve complex problems."



I had the pleasure of working with Ryan on a complex infrastructure refresh project from 2017 to 2018. Thanks to his methodical, structured, and focused approach, the project completed on time and on budget.

Key Accomplishments

- Project Managed and implemented the IT infrastructure for the new flagship factory and office building in Surrey, BC.
- Migrated the on-premise AS400 ERP to the cloud and maintained the on-premise instance as the backup and failover as part of the DR and BC strategy.

Sr. Systems Analyst | 2014 - 2015

Electricity Distributors Association (EDA). Toronto

Responsibilities

A Canada wide role reporting to the COO of EDA and the MEARIE Group, providing vision and leadership for developing, implementing, and maintaining their IMIS Event Management platform. Responsible for all aspects of the organization's IT Infrastructure and Operations, managing two direct reports.

Specifics

- Design, develop, and implement the IT infrastructure to support the organizations core applications and business solutions.
- Managed IT staff, budget, and overall direction of the IT infrastructure and environment.
- Manage, troubleshoot, and support the IMIS Event Management Software.
- Strategic planning as part of the leadership team.
- Design and create technical procedures, written in a unique format that is searchable in a web based application by ID or fully body search.
- Managed in-house custom-built applications and web event portals.

Key Accomplishments

- Learned the IMIS event management software in a short period of time and rolled out the latest release within a month without any major issues or concerns.

Information Technology Manager | 2008 - 2014

Richards Packaging Inc. Mississauga

Responsibilities

A North America-based role reporting to the COO of Richards Packaging, providing vision and leadership for developing, implementing, and maintaining Information Technology Business Solutions throughout Canada and the USA. Responsible for all aspects of the organization's IT Infrastructure and Operations.

Specifics

- Responsible for all aspects of the organization's Information Technology Systems, including budget, planning, delivery, operations, staffing, and support.
- Manage, troubleshoot, and support all Information Technology systems.
- Manage a team of developers, infrastructure, and desktop support.
- Strategic planning as part of the leadership team.
- Act as a point of escalation for technology and infrastructure changes to the production environment.
- Establish KPIs, metrics, and SLAs to improve IT performance and operations.
- Create and maintain a positive, growth-focused team environment that fosters professional development and engagement.
- Manage in-house custom-built applications.
- Implement Microsoft Dynamics ERP system and CRM.
- Collaborate directly with the executive management team and decision-makers in other departments.
- Manage approved IT Budget and Forecast (> 2 million)

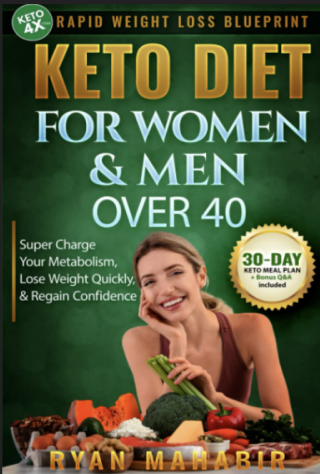
Key Accomplishments

- Successful migration from an old on-premise ERP system to Microsoft Dynamics running in a Citrix environment. The solution addressed many concerns, including security, performance, and ease of deployment to the user base.
- Standardized the IT Infrastructure at 17 locations across Canada and the USA.

WRITING SKILLS

Technical Writing & Publishing

- Article Featured In Enterprise Networking Magazine In July 2023.
- Wrote & Published book – “Keto Diet For Women & Men Over 40”



Senior Network Analyst | 2005 – 2007 Bank of Bermuda (HSBC). Bermuda

Responsibilities

A senior IT role in Bermuda, reporting to the Director of IT, providing 2nd and 3rd level support to all of the branches across Bermuda, the USA and globally. Instrumental in facilitating the IT changes during the HSBC/ Bank of Bermuda merger.

Specifics

- Provide Tier 2 and 3 support for 15 locations in Bermuda and offshore.
- Team Lead for several projects, including banking software rollouts.
- Developed, published, and governed standard desktops utilizing security restrictions and group policies.
- Testing and QA support for new banking software.

Key Accomplishments

- Designed a computer imaging system to roll out new desktops over the network from any location which facilitates installation of supported applications and OS..
- Worked with various teams to get the bank completely functional after a category 5 hurricane.

Sr. Network Analyst | 1999 – 2005 The Woodbridge Group. Mississauga

Responsibilities

A senior global IT role reporting to the Director of IT, providing 1st and 2nd level support for 20+ locations. Instrumental for the rollout of email, VPN, and infrastructure for several new locations and acquisitions.

Specifics

- Provide 2nd and 3rd tier support for 20+ locations..
- Project manage the implementation and migration of Microsoft Exchange from Lotus Notes.
- Provide support in Microsoft Audit Preparation & Analysis.
- Implement helpdesk software to manage service desk tickets, assets, and change management.
- Implement imaging server and strategy for easy deployment of new computers.
- Support Plant Production Systems, PLCs & Robotics.
- Responsible for training new staff and creating internal IT documentation.

Key Accomplishments

- Project managed the installation and configuration of secure LANs, WANs, VPNs worldwide to locations such as Belgium, Mexico, England, Germany, and USA.
- Onsite support at global locations post-implementation (3-4 months per site)
- Architected, implemented, and supported Citrix Server Farms servicing Oracle ERP application.

REFERENCES

Available Upon Request