

KIAN (ALI) SHAHIDI, MBA

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PROFILE

A collaborative, agile, and an outcome-driven leader with 17+ years of experience delivering secure, compliant IT solutions across industries from aviation to public safety. Adept at developing innovative strategies, optimizing operations, and enhancing client experience.

CORE COMPETENCIES

- Product Management, SDLC, Agile & DevOps Practices
- Business & Technology Strategy, KYC, Audit Readiness
- Operational Excellence, Risk & Compliance, Cross-Functional & Executive Leadership
- Portfolio Management, Change Management, Implementation & Integration
- Innovation & Product Development: Ideation, R&D, Strategy, Critical Thinking, Data Analysis
- IT Infrastructure, Cybersecurity, Governance, IAM/PAM/MFA, Okta B2C, Risk Management
- Cloud & Enterprise Platforms: AWS, Azure, Salesforce, Oracle EBS, SQL, Systems Engineering

EXPERIENCE

Relocation – United States

Career Break | Feb 2025 - Current

- Technology and operations leader seeking next impactful opportunity to scale systems, teams, and corporate strategy.

Manager, IT Resiliency

TransLink Corporation | Jun 2021 – Oct 2024

- Reduced critical system downtime by 60%: from 99.50% to 99.80% Uptime via Server lifecycle automation.
- Built a GRC program to minimize risk of operational disruption resulting third-party cyber-security standards, and governance.
- Partnered external strategic partners at Hydro, Government, and Law Enforcement improving x-dependent resiliency by 45%.
- Directed the M365 Enterprise Migration Project, ensuring seamless integration with business objectives.
- Establishing new tiered and sequenced RPO/RTO identifying data type, sensitivity across 600 systems, mitigating risks.
- Hardened IT systems, Cyber Threat, and awareness via new policies, and onboarding mission-critical systems.
- Partnering with leadership in developing Tiered DRP, BCP as part of mitigation and response planning strategies.
- Enhanced cybersecurity maturity by 25% with Privileged Access Management (PAM) and immutability strategies.
- Automated vendor onboarding via OKTA B2C, saving 2,000 staff hours annually and boosting ROI and operational efficiency.
- Conducted quarterly Business Impact Analyses (BIA), guiding IT resiliency and informed decision-making across projects.
- Engaged Enterprise on DEI Taskforce initiatives do support awareness and a unified workforce.

Director, Applications and Live-Data Operations

E-Comm911 – Law Enforcement Operations | Jun 2018 – May 2021

- Directed the delivery and modernization of mission-critical IT systems supporting 45+ integrated law enforcement platforms across the RCMP and municipal agencies, enhancing operational readiness, inter-agency coordination, and compliance.
- Led 20+ cross-functional teams managing CAD, RMS, and PIP 2.0 systems, fostering collaboration across federal operations.
- Rolled out 7 RMS features, streamlining Services, Digital Evidence Management (DEMS), and frontline response operations.
- Led Computer-Aided Dispatch (CAD), Records (RMS), and Police Information Portal (PIP 2.0) modernization.
- Implemented legislative change controls and compliance frameworks, removed friction and reduced compliance-related delays.
- Delivered quarterly board presentations, OPEX/CAPEX budgets, and long-term technology roadmaps in public safety goals.
- Led deployment of SAML, OAuth 2.0, and OpenID Connect (OIDC) authentication flows for inter-agency systems.
- Built high-performing, self-managing culture; resolved team conflicts while managing scope, cost, and scheduling.
- Expanded partnerships with international law enforcement agencies, government entities, and vendors to strengthen intelligence capabilities and inform local policy development.

Sr. Manager, IT Strategy

Central Square – Fire Data Management | Jan 2015 – May 2018

- Recognized for revenue performance increase 35% YOY, through upgrades and consistent systems improvements.
- Partnered with stakeholders to deliver Web3.0 decentralized services using JavaScript, Angular, .Net, and Oracle databases.
- Deployed AWS Serverless Architecture, improving system reliability by 35% and scalability by 55%.
- Influenced 3 IT optimization projects, saving \$500K annually in operational costs.
- Reported to the COO on IT infrastructure security, planning, and governance, aligning IT strategies with business goals.
- Implemented CI/CD pipelines to automate software releases and improve deployment efficiency.
- As an SA and DBA, led setup and configuration and integration of Oracle and PeopleSoft infrastructure.
- Leveraged Python scripting to perform statistical and computational analysis on geospatial datasets.
- As part of my DevOps responsibilities, led with SDLC standards, SCRUM, Agile, and SVN via Git.

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Senior Manager, Projects, and Product

Viscount Systems | Dec 2012 - Jan 2015

- Promoted 3x over the course of 2 years in recognition of leading customer experience.
- Rescued a \$15M US Federal contract in Access Control Systems leading to securing of additional 5-yr support contract.
- Led Federal Integration Project for USCIS/DHS IT/Federal Defense sub-contractors with critical solutions (Confidential) resulted in revitalized 5 Year-service contracts.
- Led development and launch of 15 new product features to compete for market shares and 35% improved revenue.
- Spearheaded Agile methodologies to optimize release velocity and ensure seamless hardware redesign project execution.
- Spearheaded functional analyses across ecosystems, aligning product features with customer and requirements.
- Managed the development backlog, prioritizing features and ensuring alignment with strategic business objectives.
- Leveraged System Engineering tools (i.e. Jama, Jira, and Confluence) to track Collaboration, Traceability, establish Process, identify and mitigate Risk.
- Experienced Cisco Network administrator managing DDoS attacks, IDS, IPS, and Firewall Security.

CHC Helicopter

Manager, IT Support | Dec 2007 – Dec 2012

- Managed a team of seven Service Support Specialists across 6 geographical sites.
- Led and delivered five infrastructure upgrade projects.
- Owned and implemented 1200 Desktop Refresh as part of enterprise project.
- Owned and implemented three SaaS Cloud-based solutions.
- Developed intimate knowledge of products and services.
- Guided digital transformation through care minimal impact strategies.
- Managed IT Infrastructure, Systems, and Software life cycles based on value and scaling.
- Tracked all daily incidents, trended data, minimized chronic issues, and reported success and identified failures in product and/or service delivery.

TELUS Communications

Network & Systems Administrator | Jun 2003 – Nov 2007

- Recognized for accuracy, and timely delivery of specs for new Public Safety data centers build projects for ECOMM911.
- Delivered 30000 SQFT Telecomm Data Center Project Stakeholder and Internal stakeholder providing technical requirements.
- Network migration project for Alberta Treasury Board and 212 financial branches from IBM to TELUS.
- Data Center Troubleshooting CISCO Networks Switches, Routers, DMARC, and Fiber.
- Supported RSA Token security, IAM, PAM, VPN support, Linux, and VoIP support.
- Fulfillment of Tier 2 and 3 technical requests for Linux, MAC, and Windows Servers.
- Configuration of Cisco routers, route-switches, switches, and terminal servers.
- Manage accounts in Active Directory and Exchange Server 2003 & 2007.

EDUCATION

- Master of Business Administration (MBA) – Management of Technology (MOT) Simon Fraser University
- Bachelor of Technology (B. Tech) – Computer Systems Technology British Columbia Institute of Technology
- Cisco Certified Network Associate and Certified Professional – CompTIA Courses
- Beginner and Advanced Product Management Certification – UDEMY
- Project Management Professional (Candidate) – PMI | 2025

BOARD ADVISORY

- Santa Monica College – Department of Computer Sciences | 2024 – Present
- Vancouver Community College - Department of Project Management | 2023 – Present