

ALI JAFARI

Senior IT Manager

(IT Operations, Infrastructure & Governance)

Professional Summary

Senior IT manager with over 20 years of hands-on experience leading IT operations and support functions in complex, multi-site environments. Experienced in keeping critical systems stable, improving service quality, and making technology work in practical ways for the business. Has worked closely with executive teams and operational stakeholders to deliver reliable IT services, manage vendors and budgets, and support organizational growth. Comfortable in both structured enterprise settings and fast-moving environments where priorities shift and decisions need to be made quickly.

Core Competencies

- IT operations and service delivery
- Infrastructure and systems management
- Team leadership and day-to-day IT management
- Vendor, contract, and SLA management
- Budgeting and cost control
- IT governance, risk, and security fundamentals
- Project delivery and cross-functional coordination

Professional Experience

Senior IT Program Manager – Infrastructure & Operations

TSETMC (Tehran Securities Exchange Technology Management Co.)

Contract | 2024 – Present

Led a portfolio of **30+ concurrent infrastructure and operational initiatives** supporting mission-critical capital market systems.

- Delivered backup and disaster recovery environments with defined availability objectives (RTO/RPO), covering data center, network, compute, and storage layers.
- Managed end-to-end vendor selection, tendering, and procurement processes for infrastructure platforms with a total budget of approximately **USD 3M**.
- Improved coordination between infrastructure, operations, and business teams to stabilize services and reduce operational friction.

Senior IT Advisor – Infrastructure & Security

Kerman Motor (Automotive Manufacturing Group)

Contract | 2023 – Present

- Advising IT leadership on infrastructure and cybersecurity initiatives across manufacturing facilities and multiple office locations.
 - Supporting IT operations for a large automotive manufacturer with a production site in a separate province and several corporate offices in Tehran.
 - Contributing to the design and improvement of network, server, and security architectures to support manufacturing and business systems.
 - Assisting with security controls, risk mitigation measures, and operational stability in both plant and office environments.
 - Working closely with internal IT teams and external vendors to align infrastructure and security initiatives with operational requirements.

Chief Information Officer

Large Public Investment Holding Company

Full-time | 2018 – 2022

- Led IT operations and process standardization across a publicly listed holding company with **14 subsidiaries** in regulated and capital-intensive industries.
- Standardized IT operating models, policies, and service practices across diverse business units.
- Improved coordination between subsidiary IT teams, vendors, and executive management to increase service consistency and operational visibility.
- Supported infrastructure reliability, security posture, and operational continuity across multiple industries and regulatory environments.

IT Manager

Kimiya Roudbar Company

Full-time | 2010 – 2014

- Managed day-to-day IT operations for an engineering and construction company, supporting project-based and field environments.
- Led infrastructure, networking, and end-user support functions across multiple projects and operational sites.

- Oversaw system maintenance, security, and reliability while coordinating with external service providers as needed.
- Supported business operations by aligning IT services with project and organizational requirements.

Technical Lead / Co-Founder

Patira Sanaat

2015 – Present

- Led delivery of IT infrastructure and managed services for a range of client organizations across different industries.
- Worked on a wide variety of consulting and advisory engagements, focusing on practical solutions rather than formal project structures.
- Supported clients with infrastructure setup, operational stabilization, and ongoing technical support.
- Coordinated small technical teams and external vendors to deliver services within agreed timelines and budgets.

IT Leadership & Governance

- IT service management and operational oversight
- Defining and improving IT policies, procedures, and controls
- Risk awareness, security governance, and compliance support
- Vendor management, contract oversight, and service quality control
- Aligning IT priorities with business and operational needs

Technical Foundation

- Windows Server and Linux environments
- Networking fundamentals (routing, switching, firewalls)
- Data center, backup, and disaster recovery concepts
- Core cybersecurity principles and incident handling
- Monitoring, troubleshooting, and system reliability support

Certifications

- Certified Management Consultant (CMC)
- ITIL Foundation

- PRINCE2 Foundation
- COBIT 2019 Foundation
- Introduction to DevOps (IBM)
- Blockchain Basics (SUNY)
- Problem Solving Using Computational Thinking (University of Michigan)
- Additional professional and technical certifications in IT management, governance, and emerging technologies

Education

Doctor of Business Administration (DBA) – Information Technology Audit

Amirkabir University of Technology

In Progress

Master of Business Administration (MBA) – Strategy

University of Tehran

Master of Science – Computer Architecture

Imam Reza University

Professional Memberships & Committees

- Member, Information Technology Committee – Iran Management Consultants Association
- Member, Consultants Committee – Tehran ICT Guild Organization
- Member, Appointment Committee (Affiliated with the Securities & Exchange Organization)

Languages

- Persian – Native
- English – Professional working proficiency