

# Suleman Manji

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## Professional Experience

### ZG Companies

#### Senior Technical Consultant (December 2023 - March 2025)

- Microsoft 365 Governance & Security
  - Increased M365 Secure Score to **88.8%** within licensing constraints.
  - Standardized **Teams & SharePoint** governance with automated site provisioning.
  - Developed and enforced **DLP & MDM policies** for enhanced security and compliance.
- IT Infrastructure & Operations
  - Implemented **Alarm.com** security monitoring across **23 properties**.
  - Designed and piloted **Wireless Internet Services** for **18 properties**.
  - Led deployment of **Atera IT asset management** for remote support & monitoring.
- Process Automation & Business Intelligence
  - Automated **financial reconciliation** by integrating Expensify with Power Automate.
  - Developed **70+ Power Automate Flows** for business process optimization.
  - Built a **SharePoint-based property walkthrough system** for inspections & reporting.
- Strategic Consulting & Special Projects
  - Provided **technical leadership** across corporate and property IT operations.
  - Researched **Dynamics 365 HR & Microsoft Viva** for corporate integration.
  - Optimized call center operations, addressing **KnockCRM delays** impacting leasing offices.
  - Led due diligence audits, leveraging **SharePoint** for HUD compliance.

### StackAdvisors, LLC

#### Integrations Manager | Interim Azure C# .NET Engineer (March 2023 – August 2023)

- Cloud Infrastructure Optimization
  - Reduced **Azure hosting costs by 40%** through strategic infrastructure refinements.
  - Implemented **CI/CD optimizations** in Azure DevOps, improving deployment speed by **50%**.
  - Enhanced **system monitoring & logging**, reducing operational uncertainties and downtime.
- Software Engineering & Integration
  - Led **cross-functional integration projects**, improving interoperability between client systems.
  - Diagnosed and resolved architectural inefficiencies in **.NET C# Blazor Server applications**.
  - Designed scalable **Azure-based microservices**, enhancing system flexibility and performance.
- Automation & Process Improvement
  - Developed **PowerShell automation scripts** for system monitoring and deployment.
  - Streamlined partner onboarding workflows, improving **client satisfaction & retention**.

- Improved infrastructure reliability by implementing **proactive error detection & alerting**.
- Technical Leadership & Consulting
  - Acted as a **technical SME**, advising clients on best practices for cloud scalability.
  - Conducted **training sessions** to enhance client teams' proficiency in Azure DevOps & CI/CD.
  - Provided **strategic guidance** on cloud adoption, migration, and optimization initiatives.

## Fulcrum Technology Solutions (FTSC)

Technical SME | Architect | Engineer | Project Manager (December 2021 - March 2023)

- Enterprise Security & Privileged Access Management
  - Led the **migration from KeePass to CyberArk Privilege Cloud** for a **Fortune 500 enterprise**, enhancing security and compliance.
  - Optimized **CyberArk Endpoint Privilege Management**, improving operational security posture.
  - Designed and implemented **security reporting solutions** using **PowerShell & vCenter**, establishing new compliance standards.
- Azure & Cloud Security Compliance
  - Spearheaded **GDPR compliance initiatives** within Azure, ensuring system security and regulatory adherence.
  - Provided **infrastructure-level support for 100,000+ Azure identities**, improving identity governance and security.
- Infrastructure & Systems Engineering
  - Led an **Enterprise Directory Services engagement**, ensuring robust support for Azure AD and cloud identity management.
  - Developed scalable cloud solutions for **hybrid identity and access management**, optimizing performance and security.
- Technical Leadership & Consulting
  - Acted as a **trusted advisor** on enterprise cloud security and IT governance best practices.
  - Collaborated with cross-functional teams to design and implement secure, scalable IT solutions.
  - Provided **strategic guidance** on cybersecurity, cloud architecture, and identity management.

## Sugar Land Petroleum, LLC

Technical Consultant | Systems Administrator (April 2017 - March 2020)

- IT Infrastructure & Network Management
  - Led network assessments and remediation efforts for **17 remote sites**, optimizing and securing **Site-to-Site VPNs, data synchronization, and remote support**.
  - Designed and deployed **global intranet** and a **self-service web portal** for operational efficiency.
  - Built and maintained **VDI infrastructure**, enabling seamless remote and international workforce operations.
- Cloud & Systems Administration
  - Managed **Azure cloud resources** spanning **Houston HQ, Temple Datacenter, and remote locations**.
  - Ensured **high availability & uptime** for mission-critical business applications and IT systems.
  - Implemented **corporate security standards**, including **wireless access policies and compliance measures**.
- Application & POS System Support

- Provided technical support for **PDI, Passport, RADIANT PoS, Gilbarco Veeder-root**, and other retail systems.
- Resolved escalations and long-running issues, improving system stability and operational efficiency.
- Coordinated **fuel-dispensing POS system upgrades** and compliance reviews with **TCEQ** and regulatory bodies.
- **Technical Leadership & Training**
  - Led the **onboarding and training** of international teams on IT security and system management.
  - Integrated **Atera IT management platform**, improving system monitoring and troubleshooting.
  - Provided **strategic consulting** on IT infrastructure improvements and cloud adoption.

## ERGOS Technology Partners

- **Senior Automation Architect (May 2015 – April 2017)**
  - Led **critical incident response and escalation resolution**, providing both **remote and onsite** support for urgent client issues.
  - Oversaw the **Network Operations Center (NOC)**, refining and evolving **monitoring and automated response capabilities**.
  - Enhanced **service delivery automation**, optimizing response times across **15,000+ workstations and 2,500+ servers**.
  - Represented ERGOS in **recruitment, networking, and business development efforts**.
- **Network Operations Manager (May 2015 – November 2016)**
  - Developed and implemented security & compliance monitoring with automated remediation for a 1,100-client portfolio.
  - Designed and deployed **proactive monitoring and response automation**, improving **IT stability and operational efficiency**.
  - Provided **strategic oversight and mentorship**, training junior engineers in **troubleshooting methodologies and automation best practices**.
- **Network Operations & Automation Consultant (September 2013 – May 2015)**
  - Implemented training programs using 'Escalation Intervention', streamlining issue resolution and service delivery.
  - Spearheaded LIVE Desk initiatives, improving remote support efficiency and reducing ticket backlog.
  - Developed Standard Operating Procedures (SOPs) and knowledge base articles, contributing to an internal IT intranet (vBulletin-based).
- **Technical Consultant (May 2013 – September 2013)**
  - Diagnosed and resolved **complex IT service requests** across remote and onsite client environments.
  - Conducted **IT infrastructure audits**, identifying areas for efficiency improvements and automation.
  - Assisted in **standardizing IT solutions** to align with client business requirements and compliance needs.
  - Provided **technical escalation support**, collaborating with **LIVE Desk and Field Services teams**.
- **Remote Support Consultant (Internship; December 2011 – May 2013)**
  - Worked alongside **Chris Amalfi** to refine **LIVE Desk key performance indicators (KPIs)**, enhancing response efficiency.
  - Provided **Tier 1 & Tier 2 remote support**, ensuring timely issue resolution or proper escalation.
  - Assisted in **service desk process improvements**, optimizing client-facing support workflows.

## Skills

- **AI Development Tools:** Cline, MGX, MetaGPT, AutoGen
- **Cloud Platforms & DevOps:** Azure, AWS, Oracle Cloud, Azure DevOps, CI/CD Pipelines
- **Programming & Scripting:** PowerShell, Python, .NET C# Blazor, Bash, SQL, Shell Scripting
- **Security & Compliance:** CyberArk Privileged Access Management (PAM), IAM, GDPR, NIST, Zero Trust
- **Networking & Infrastructure:** TCP/IP, DNS, DHCP, VPN, Firewall Administration, VMware, Hyper-V, etc.
- **IT Operations & Automation:** Microsoft 365, Power Automate, SharePoint, Atera, 1Password
- **Data & Business Intelligence:** Microsoft SQL Server, Power BI, Expensify API, Financial Reconciliation
- **Collaboration & Productivity:** Teams, SharePoint, Smartsheet, OneNote, Microsoft Loop
- **Project Management & Methodologies:** Agile, Scrum, Kanban, ITIL, Process Optimization

## Projects

**Robinhood Copilot:** *Integrated ChatGPT into Robinhood's platform to enhance user analysis capabilities.*

- **Technologies:** Python, OpenAI GPT-3, Robinhood API
- **GitHub:** [github.com/ssmanji89/robinhood-copilot](https://github.com/ssmanji89/robinhood-copilot)

**FinBots:** *an end-to-end Python-based momentum trading system.*

- **Technologies:** Python, Pandas, NumPy, Alpaca API
- **GitHub:** [github.com/ssmanji89/finBots](https://github.com/ssmanji89/finBots)

**Audit Inspection App:** *Framework similar to SiteAuditPro with Microsoft 365 integrations.*

- **Technologies:** JavaScript, Microsoft Graph API, SharePoint
- **GitHub:** [github.com/ssmanji89/audit-inspection-app](https://github.com/ssmanji89/audit-inspection-app)

**Universal Discovery Export Download Tool:** *A Docker utility to assist users in downloading Microsoft 365 eDiscovery exports.*

- **Technologies:** Docker, PowerShell, Microsoft 365 Compliance Center
- **GitHub:** [github.com/ssmanji89/universal-discovery-export-download-tool](https://github.com/ssmanji89/universal-discovery-export-download-tool)

**Executive Assistant:** *A middleware application that monitors Microsoft 365 inboxes and leverages OpenAI to draft responses, create tasks, and schedule events.*

- **Technologies:** Python, OpenAI GPT-3, Microsoft Graph API, Teams Adaptive Cards
- **GitHub:** [github.com/ssmanji89/executive-assistant](https://github.com/ssmanji89/executive-assistant)

**HaloPSA Triager:** *A middleware solution integrating with HaloPSA's API to provide AI-powered ticket triaging capabilities.*

- **Technologies:** Python, HaloPSA API, OpenAI GPT-3, IBM Watson
- **GitHub:** [github.com/ssmanji89/halopsa-triager](https://github.com/ssmanji89/halopsa-triager)

**BitRepo:** *Created a solution for automating the process of searching, tracking, investigating, and reporting suspicious cryptocurrency activities.*

- **Technologies:** Python, Blockchain APIs, Data Analytics
- **GitHub:** [github.com/ssmanji89/bitrepo-repo](https://github.com/ssmanji89/bitrepo-repo)

**Amazon SEO Article Generator Bot:** *An automated system that generates SEO-optimized articles for Amazon products and publishes them to a GitHub Pages website.*

- **Technologies:** Python, BeautifulSoup, Jekyll, GitHub Pages
- **GitHub:** [github.com/ssmanji89/amazon-SEO-article-generator-bot](https://github.com/ssmanji89/amazon-SEO-article-generator-bot)

## Education

### **Bachelor of Business Administration in Management Information Systems**

*University of Houston, C.T. Bauer College of Business, Houston, TX*

*January 2009 – May 2013*

- Developed a strong foundation in information systems, combining business acumen with technical proficiency.

### **Certificate in Corporate Entrepreneurship**

*University of Houston, Houston, TX*

*June 2011 – January 2012*

- Focused on innovative business practices and entrepreneurial strategies within corporate environments.

### **Certificate in Corporate Intrapreneurship**

*University of Houston, Houston, TX*

*January 2012 – June 2012*

- Emphasized fostering innovation and entrepreneurial thinking within existing organizations.