Shabahang Soleymani

IT Service Manager



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Profile

Senior IT Service Delivery & ITSM Manager with 20+ years of experience leading enterprise IT Service Management, Service Delivery, Supplier Governance, Operational Excellence, and Digital Transformation initiatives. Extensive expertise in ITIL-based Incident, Problem, Change, Release, Service Level, and Service Transition Management, combined with strong stakeholder engagement, service reporting, operational risk management, supplier governance, and continual service improvement. Proven ability to enhance service quality, optimize operational performance, and deliver measurable business value across large enterprise environments.

Work experience

Senior IT Project & ITSM Consultant

Feb 2025 – Present

IT Organization of Tehran Municipality | Tehran, Iran

Responsibilities

- Lead enterprise digital transformation and strategic IT modernization programs.
- Manage cross-functional IT projects involving business units, technical teams, and external vendors.
- Establish project governance frameworks, executive reporting, delivery roadmaps, and KPI dashboards.
- Lead enterprise IT Service Management implementation based on ITIL best practices.
- Drive Incident, Problem, Change, Release, Request Fulfillment and Service Level Management improvements.
- Owned end-to-end IT service delivery across enterprise applications, ensuring service stability, SLA compliance, operational resilience, and continual service improvement.
- Coordinate enterprise application support, service transition, and operational readiness.
- Manage vendor performance, contractual compliance, service quality, and SLA governance.
- Conduct Service Reviews, operational assessments, KPI reporting, and executive governance meetings.
- Managed RAID logs (Risks, Assumptions, Issues and Dependencies), defined mitigation strategies, and ensured successful project delivery.
- Facilitate stakeholder engagement across executive management, business units, and external partners.
- Deliver IT governance consulting, workshops, coaching, and continuous improvement initiatives.
- Ensure alignment of digital initiatives with enterprise architecture, governance standards, and long-term technology roadmaps.
- Led enterprise Continual Service Improvement (CSI) initiatives, driving measurable improvements in service quality, operational efficiency, and customer satisfaction.
- Led the configuration, optimization, and continual improvement of enterprise ITSM processes, aligning service management workflows with business and operational requirements.
- Worked closely with ITSM platforms, process automation, workflow optimization, KPI dashboards, and service governance frameworks.

Key Achievements

- Improved enterprise IT service quality by 15% through structured ITSM implementation.
- Standardized SLA governance and executive KPI reporting across multiple departments.
- Established enterprise ITIL consulting and training framework.
- Improved governance maturity and service delivery visibility through executive dashboards.
- Successfully supported strategic digital transformation initiatives across municipal IT services

Senior Digital Transformation & Innovation Manager

Jun 2020 – Feb 2025

Tehran Smart Center | Tehran, Iran

Responsibilities

- Led enterprise digital transformation and Smart City innovation programs, aligning strategic technology initiatives with organizational objectives, business priorities, and long-term digital transformation roadmaps.
- Identified business challenges and transformation opportunities by analyzing existing operational processes and collaborating with business and technical stakeholders.
- Facilitated cross-functional workshops involving government entities, universities, technology providers, startups, and industry experts to define innovation initiatives and future-state digital solutions.
- Designed future-state Target Operating Models aligned with enterprise digital transformation and operational excellence objectives.
- Developed business cases, feasibility studies, implementation roadmaps, and investment proposals for Smart City and enterprise transformation projects.
- Managed strategic project portfolios throughout the full project lifecycle—from business case development and planning through execution, governance, implementation, and benefits realization.
- Collaborated with executive management and external partners to evaluate emerging technologies including AI, IoT, Big Data, Cloud Computing, GIS, and Smart Infrastructure solutions.
- Established project governance frameworks, executive dashboards, KPIs, portfolio reporting, and performance management processes to support executive decision-making.
- Led stakeholder engagement, change management activities, and organizational readiness programs to increase adoption of digital initiatives.
- Directed cross-functional teams and external consultants throughout the lifecycle of innovation and transformation programs.
- Developed enterprise digital transformation roadmaps aligned with business strategy, enterprise architecture, and governance standards.
- Ensured digital initiatives complied with enterprise architecture principles and scalable technology frameworks.

Achievements

- Collaborated with more than 200 technology companies, universities, startups, and government organizations to evaluate, prioritize, and implement Smart City innovation programs.
- Developed executive dashboards and decision-support systems that enhanced strategic visibility and performance management.
- Designed and implemented enterprise-wide business process improvements that increased operational efficiency, governance maturity, and service quality.
- Delivered multiple digital transformation initiatives that strengthened governance, customer experience, and organizational performance.
- Introduced structured governance and portfolio management practices that improved prioritization and execution of strategic programs.
- Supported the adoption of emerging digital technologies by transforming business requirements into scalable enterprise solutions.
- Successfully translated business requirements into scalable enterprise digital solutions supporting operational excellence and strategic decision-making.

IT Service Management Specialist | IT Process Manager

Aug 2005 – Jun 2020

IT Organization of Tehran Municipality | Tehran, Iran

Responsibilities

- Led enterprise IT Service Management implementation across multiple strategic business applications.
- Managed large-scale IT improvement and digital transformation initiatives.
- Coordinated enterprise application support activities for mission-critical municipal systems.

- Managed supplier performance through Service Reviews, SLA governance, KPI monitoring, and continual service improvement.
- Conducted IT governance assessments, ITSM audits, and service maturity evaluations.
- Designed, implemented, and continuously improved ITIL-based Incident, Problem, Change, Release, Request Fulfillment, Service Level, and Availability Management processes.
- Delivered ITIL, ISO 20000, COBIT, and governance consulting programs.
- Developed enterprise IT maturity assessment and governance frameworks.
- Automated enterprise business processes using BPMS, SQL, and workflow technologies.
- Collaborated with Information Security, Business Continuity, Disaster Recovery, Risk Management, and Governance teams to strengthen operational resilience and service continuity.
- Coordinated executive stakeholders across multiple municipal organizations.
- Managed operational IT services, chaired Service Review meetings, coordinated suppliers, and drove continual service improvement initiatives.
- Led Major Incident Management activities, coordinating cross-functional teams, vendors, and business stakeholders to minimize service disruption and restore critical business services.
- Facilitated Agile planning sessions, delivery reviews, backlog prioritization, and cross-functional project governance meetings.

Key Achievements

• Implemented ITIL processes across more than 10 enterprise applications.
• Reduced MTTR by 10% through standardized Incident and Problem Management.
• Managed the municipal 24/7 service platform with comprehensive SLA reporting.
• Evaluated over 50 strategic IT investment projects annually.
• Conducted ITSM audits across more than 10 enterprise projects.
• Developed enterprise IT maturity framework across 22 municipal districts.
• Automated over 20 enterprise business processes.
• Trained more than 100 IT professionals in ITIL and IT governance practices.

EDUCATION

PhD in Information Technology Management (IT Service Management Focus)

Islamic Azad University, Tehran, Iran | 2016 – 2025

Dissertation: **Designing a Financial Resource Provisioning Model for Smart Cities**

Research focused on digital transformation, Smart City governance, IT investment management, decision support systems, Artificial Intelligence, Machine Learning, Information Security, and enterprise IT Service Management. The dissertation developed a decision-support framework for evaluating and prioritizing Smart City investments using multi-criteria decision-making techniques and financial optimization models.

Master of Executive Management (Business Administration)

Islamic Azad University, Tehran, Iran | 2009 – 2012

Focused on Strategic Management, Financial Management, Human Resource Management, Technology and Innovation Management, Operations Management, and International Business.

Bachelor of Industrial Engineering

Islamic Azad University, Karaj, Iran | 1997 – 2001

Studied productivity improvement, systems thinking, operations analysis, and interdisciplinary engineering principles across industrial environments.

Certificates

ITIL Expert - COBIT - ISO/IEC 20000 - PRINCE2 Foundation - ITIL Foundation 4

Core Competencies

Enterprise Project & Programme Management • Digital Transformation • IT Strategy • PMO Governance • IT Governance • IT Service Management (ITIL) • Service Delivery • Service Improvement • Agile Delivery • Hybrid Delivery • Waterfall Delivery • Stakeholder Management • Executive Reporting • Portfolio Management • Vendor & Supplier Management • Risk & Issue Management • Budget & Financial Management • Change Management • Business Process Improvement • Enterprise Applications • Service Transition • SLA & KPI Management

TECHNICAL SKILLS

ITSM & Governance
ITIL Expert • ITIL 4 • COBIT • ISO/IEC 20000 • PMBOK • PRINCE2 Foundation
Project & Delivery Tools
Microsoft Project • Jira • Azure DevOps
ITSM Platforms
ServiceNow • ManageEngine
Databases & Technologies
SQL Server • BPMS • Microsoft Visio • Microsoft Office • .NET

Languages

German. C1 English. B2 Persian. Native