Shabahang Soleymani

IT Project Manager

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Profile

Senior IT Project & Digital Transformation Manager with more than 22 years of experience leading enterprise IT projects, digital transformation programs, IT Service Management initiatives and business process optimization.
Extensive experience managing cross-functional projects from business case and planning through implementation and successful go-live, including project governance, budgeting, stakeholder engagement, vendor management, change management and service transition.Strong ability to bridge business and technology, aligning business objectives with technical delivery while leading multidisciplinary teams and external partners. Academic background in Industrial Engineering, MBA and PhD (IT Service Management).

Work experience

Senior IT Project & Service Management Consultant

Feb 2025 – Present
IT Organization of Tehran Municipality | Tehran, Iran

Responsibilities

- Lead enterprise-wide IT and Digital Transformation projects from initiation through successful Go-Live.
- Develop project charters, business cases, project plans, budgets, resource plans and risk registers.
- Coordinate cross-functional technical and business teams together with external vendors.
- Manage project governance, steering meetings and executive reporting.
- Lead IT Service Management initiatives including Incident, Problem, Change, Release and Service Level Management.
- Monitor project KPIs, SLAs and service performance while driving continuous improvements.
- Conduct stakeholder workshops, ITIL consulting and organizational change management.
- Ensure compliance with governance, security and quality standards.

Key Achievements

- Delivered 10 enterprise IT and Digital Transformation projects with a combined budget of approximately €2 Million.
- Improved SLA performance through KPI monitoring and service governance.
- Established ITIL consulting and training programs for project teams and business departments.

IT Service Delivery & Governance Manager– Smart City Programs

Jun 2020 – Feb 2025
Tehran Smart Center | Tehran, Iran

Responsibilities

- Managed Smart City Digital Transformation programs.
- Led CRM implementation projects serving more than 1,000 users.
- Managed project budgets, schedules and resource planning.
- Coordinated more than 200 technology companies and innovation partners.
- Managed service providers and external vendors.
- Led service transition and operational readiness.
- Conducted customer experience improvement initiatives.
- Developed executive dashboards and management reports.
- Identified automation opportunities and process improvements.

Key Achievements

- Successfully implemented CRM platform for over 1,000 users.

- Managed innovation programs involving more than 200 technology partners.
- Managed projects exceeding USD 1 Million.
- Developed management dashboards supporting executive decision making

IT Service Management Specialist | IT Process Manager

Aug 2005 – Jun 2020

IT Organization of Tehran Municipality | Tehran, Iran

Responsibilities

- Designed and implemented enterprise ITIL processes.
- Led Incident, Problem, Change, Release and Service Level Management.
- Evaluated more than 50 strategic IT projects annually.
- Developed IT Governance models for 22 municipal districts.
- Conducted ITSM audits and process assessments.
- Managed SLA, KPI, OLA and UC reviews.
- Led process automation initiatives using BPMS and SQL.
- Managed documentation, governance and service reporting.
- Delivered ITIL training for more than 100 professionals.
- Advised more than 20 Service Managers on ITIL, ISO 20000 and COBIT.

Key Achievements

- Reduced MTTR by 10%.
- Evaluated more than 50 strategic projects annually.
- Developed IT maturity assessment model covering all 22 municipal districts.
- Automated more than 20 business processes.
- Implemented more than 10 enterprise systems.
- Coordinated more than 40 technical teams.
- Led CRM implementation project resulting in 15% customer satisfaction improvement.
- Served as Service Manager for the municipality's 24/7 citizen service platform.
- Conducted audits for over 10 ITSM initiatives

EDUCATION

PhD in Information Technology Management (IT Service Management)
Islamic Azad Uiversity
2016 – 2025

MBA (Executive Management)
Islamic Azad Uiversity
2009 – 2012

BSc Industrial Engineering
Islamic Azad Uiversity
1997 – 2001

CERTIFICATIONS

ITIL Expert • ITIL 4 Foundation • PRINCE2 Foundation • Scrum Master • ISO/IEC 20000 Foundation • ISO/IEC 20000 Internal Auditor • COBIT 5 Foundation • ISO 27001 Foundation • ISO 27001 Internal Auditor • ServiceNow Fundamentals • BABOK Business Analysis • Process Mining with Celonis • Six Sigma

CORE COMPETENCIES

IT Project Management • Digital Transformation • Project Governance • Stakeholder Management • Vendor Management • Budget Management • Resource Planning • Risk Management • Change Management • IT Service Management (ITIL) • Service Delivery • Service Transition • Incident Management • Problem Management • Release Management • Service Level Management •

Business Analysis • CRM Implementation • Digital Innovation • Business Process Improvement • Executive Reporting • Continuous Service Improvement

TECHNICAL SKILLS

ServiceNow • Jira • Confluence • Microsoft Project • SQL • Python • ASP.NET • CRM Platforms • BPMS • Process Mining (Celonis) • KPI Dashboards • Business Process Modeling • ITSM Tools

Languages

German. C1 English. B2 Persisch: Muttersprache