A. A. Afshar

PCI QSA / PCI PROFESSIONAL / ISO 27001 LEAD AUDITOR / ITIL EXPERT

Curriculum Vitae

IT HOUSE

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iT House

Enabling Your Enterprise IT

KNOWLEDGE MAP (CORE COMPETENCIES)

Personable, business-savvy leader

Information Security
- PCI QSA
- PCI Professional
- PA DSS
- ISO 27001 Lead Auditor
- Security Architect

IT Service and Management
- ITIL Expert
- ISO 20000 Lead Auditor
- Enterprise Architect

with track record of repeated success in developing, optimizing, and implementing value-added solutions; aim to contribute to companies in an IT security management capacity. Well-versed in ITIL principles, in addition to Payment Card Industry Data Security Standards (PCI DSS) and ISO/IEC 27001; audit, assess, and create security solutions to safeguard sensitive information in alignment with client needs and industry best practices.

The first and so far the only Iranian who is officially certified QSA and PCIP by PCI Security Standard Council, History of achievement in training and consulting with clients across industries and sectors. Proven leadership skills, train, coach, and motivate teams to cultivate a workplace of collaboration and productivity. Bilingual in Farsi and English with impeccable interpersonal skills, interface with team members across departments, clients, and customers. Highly skilled in selecting, training, mentoring, and developing cross-functional teams to complete projects within deadlines and requirements to deliver results.

Highlights of Expertise

- Standard Compliance
- Project Management
- Program Management
- Technical Authorship
- Auditing and Assessment

- Process Improvement
- IT Governance
- Problem Solving
- Professional Development
- Business Analysis

- Team Building and Leadership
- Training and Mentorship
- IT Service Management
- Information Security
- Consulting

EXPERIENCES

Projects Summary

Field	Project	Organization
Information Security	PCI QSA	Kyte Consultant
	PCI DSS Consultant	ISC
	PCI DSS Implementation	PECCO
	PCI Tokenization Consulting	Shaparak
	PCI DSS Gap Assessment	Maskan Bank
	PCI PTS Subject Matter Research Project	Shaparak
	PCIDSS Training in-house	Amn Afzar Sharif
	PCIDSS Training in-house	Pardakht Novin Aryan (PNA)
	ISO/IEC 27001 Implementation	Mehr Aeen Stock Vendor
IT Service Management	ITIL Benchmark for Education Sector	Cognitive Sciences and Technologies Council (CSTC)
	ITIL Process Implementation	ISC
	ISO/IEC 20000 and ITIL Implementation	Iranian Central Oil Field Co. (ICOFC)
Solution Architecture	ITIL transformation to Education Service	Cognitive Sciences and Technologies Council (CSTC)
Management Systems & Standards	Service Oriented Business Process Management	Institute for Cognitive Science Studies (ICSS)
	ISO 9001 Implementation Reengineering Processes	MorsaCO – Total Solutions Provider
	ISO 9001 and IWA 2 Implementation	Educational Organization
	Quality Management System Implementation	Institute for Cognitive Science Studies (ICSS)

Training Experiences (as Tutor)

Field	Title	Role	Language	Hours
Information Security Management	PCI DSS & PA DSS	Co-Tutor with QSA/Tutor	English/Persian	> 1000
	ISO/IEC 27001	Co-Tutor with QSA/Tutor	English/Persian	> 300
	ATM Security	Co-Tutor with QSA/Tutor	English/Persian	> 320
	PCI Mobile Payment Guidelines	Co-Tutor with QSA/Tutor	English/Persian	> 200
	International Payment	Co-Tutor with QSA/Tutor	English/Persian	> 32
	EMV Foundation to Executive	Co-Tutor with EMV Tutor	English/Persian	> 48

ISMS	ISO 27001 Requirements	Tutor	Persian	> 300
ITSMS	ITIL Foundation	Tutor	Persian	> 1000
	ISO 20000 Requirements	Tutor	Persian	> 200
Management Systems & Enterprise Architecture	ISO 9001 Requirements and Internal Auditor	Tutor	Persian	> 800
	Business Process Reengineering	Tutor	Persian	> 300
	eTOM	Co-Tutor with eTOM/Tutor	English/Persian	> 200
	TOGAF	Co-Tutor	English/Persian	> 100

Professional Certifications

Field	Course Title	Training Provider	Accreditation	
Information Security	PCI QSA	PCI Council	PCI Council	
	PCI Professional	PCI Council	PCI Council	
	ISO/IEC 27001 Lead Auditor	NIS CERT Canada & MAXIMUS	IRCA (International Register of Certificated Auditors)	
	PA DSS	NTT Security (QSA Company)	NTT Security (QSA Company)	
	Mobile Payment	NTT Security (QSA Company)	NTT Security (QSA Company)	
	ATM Security	NTT Security (QSA Company)	NTT Security (QSA Company)	
	International Payment	NTT Security (QSA Company)	NTT Security (QSA Company)	
IT Service Management	ITIL Foundation V3	Quint Wellington Redwood	APMG International & AXELOS	
	ITIL Intermediate Service Strategy	Quint Wellington Redwood	APMG International & AXELOS	
	ITIL Intermediate Service Design	Quint Wellington Redwood	APMG International & AXELOS	
	ITIL Intermediate Service Operation	Quint Wellington Redwood	APMG International & AXELOS	
	ITIL Intermediate Service Transition	Quint Wellington Redwood	APMG International & AXELOS	
	ITIL Intermediate Continual Service Improvement	Quint Wellington Redwood	APMG International & AXELOS	
Enterprise Architecture	TOGAF	NISICT	Open Group	
	tmForum Frameworx (eTOM, SID, TAM, TNA)	NIS ICT & Poweract (TMForum Member)	NIS ICT & Poweract (as a TMForum member)	
Management Systems & Standards	ISO 9001 Lead Auditor	NIS CERT Germany & IQCS Singapore	IRCA (International Register of Certificated Auditors)	
	ISO/TS 29001 Internal Auditor	NIS CERT Germany	NIS CERT Germany	

PMBOK	NIS CERT Germany	NIS CERT Germany	
HSE	NIS CERT Germany	NIS CERT Germany	
ISO 14001 Principles & Requirements	NIS CERT Germany	NIS CERT Germany	
ISO/TS 16949 Internal Auditor	NIS CERT Germany	NIS CERT Germany	
ISO 9001 Internal Auditor	NIS CERT Germany & Global Group UK	NIS CERT Germany & Global Group UK	
ISO 9001 Principles & Requirements	NIS CERT Germany & Global Group UK	NIS CERT Germany & Global Group UK	

Working Experiences

IT House (f/k/a NIS ICT), Tehran, Iran
CEO, Consultant and Trainer (2011 - Present)
Related Skills: Information Systems Design and Integration, Strategic Planning, Team Building, Team Leadership, Business Analysis, Operations Management, Systems Administration, Network Security, Network Management

As trainer and consultant, hold responsibility for managing client and international partners, portfolios and projects in line with company and industry best practices, including ITIL, PCI DSS, ISMS, Security Architecture, and CobiT. Manage projects from start to finish within all requirements, milestones, budgets, and timelines. Select, hire, train, on-board, and mentor new employees; facilitate professional development on a regular basis. Consult with clients to implement standards, frameworks, and best practices; develop business partnerships to expand company portfolio. Oversee design and architectural processes for complex enterprise solutions for organizational business units. Serve as subject-matter expert for senior business and technology stakeholders. Develop and implement in-house Information Systems based on Microsoft solutions like SharePoint and integrate them with Mailing, SMS and other technologies in addition to their administration and configuration.

- Amassed over 1900 hours of experience in a trainer and auditor capacity for clients during tenure.
- Slashed company waste rates by 50% by directly managing daily budgets, and providing and designing automation tools to manage available resources for in-house and remote team members, project consultants, and trainers.
- Successfully launched PCI DSS services, new for the Iranian market, increased revenue by 75% and became a bestseller for training and consulting.
- Sustained an average training satisfaction rate of above 85%, with project success rate above 70%.
- Developed international business partners from one partner to 11 in three years.
- Achieved a 90% control rate for company systems and integration by designing internal management solutions by MS SharePoint and CRM.
- **Parsian e-Commerce Company (PECCO) PCI DSS Implementation Project:** Serving as Project Manager (PM) and Consultant, collaborate with overseas partners for PCI DSS implementation, Risk Assessment and ISO/IEC 27001 Implementation.
- **Shaparak PCI DSS Project:** Developed a lab design to test and verify payment devices unique to the industry as PM and Consultant; served as PCI DSS SME for a related research project. Conducting Risk Assessment and Secure High Level Architecture of regulating Token Service Providers
- **Maskan Bank PCI DSS Gap Assessment Project:** Serving as Project Manager (PM) and Consultant, collaborate with overseas partners for PCI DSS Gap Analysis.
- **Ayandeh Bank ISMS and ITSM implementation:** Serving as Project Manager (PM) and Consultant, conducting ISO/IEC 20000 and ISO/IEC 27001 auditing and Risk Assessment

Kyte Consultants, LTD | Various Companies and Clients, Birkirkara, Malta
IT Auditor and PCI QSA (2019 - Present)
Related Skills: PCI DSS and Security Compliance Assessment, Network Security, Risk Management, Project Management

Train and mentor clients from private and public organizations in the areas of PCI DSS assessment, PCI SAQ assistance, ISO/IEC 27001 auditing, ROC reporting. Meet with clients to discuss project and business requirements. Audit, test, and review client IT systems, networks, application architecture, and business processes to ensure alignment with industry and regulatory best practices. Assess IT infrastructure and application risks to recommend next steps for remediation based on client risk tolerance levels. Develop materials and processes to aid clients in implementing technical and non-technical controls. Assist in issue response during implementation of controls as needed.

- Consistently maintained a focus availability rate of over 95%, with no project delays and a response time of less than one hour.

- Took on the additional responsibility of drafting blog posts during tenure with Kyte.
- Developed personal auditing tool to serve as a knowledge base among PCI audits to improve services delivered to clients.

Institute for Cognitive Sciences | Cognitive Sciences and Technologies Council, Tehran, Iran
System Analyst and Business Process Manager (2011 - 2013)
Related Skills: Information Systems Management, Standard Compliance

As Information Systems Manager for the ICSS, aligned core business strategies and information systems. Served as trainer and consultant for clients. Spearheaded various technology and management projects for local schools. Enterprise architecting, and created service-driven management systems for educational use. Created information and security management systems for in-house usage such as Microsoft SharePoint configuration, Secure SDLC management and system integrations. As System Analyst for CSTC, managed concurrent and consecutive projects of varying scopes and deadlines; consulted with senior leadership clients and stakeholders throughout project lifecycle. Redesigned ITIL principles to serve clients in education.

MorsaCO, Tehran, Iran
Management Systems Expert, Consultant, and Trainer (2008 - 2011)
Related Skills: Team Leadership, Management Systems Auditing, Strategic Planning, Business Process Reengineering

Directed a team of seven employees in outlining clear-cut yearly action plans for service design and development to include solutions in business process management, IT infrastructure, ISO 9001 Management System implementation, and training. Oversaw team members in daily operations for QA.

- Increased company revenue by 30% through brand new services optimized to meet customer needs.

NIS CERT, Tehran, Iran
Training Operations and Project Specialist (2007 - 2009)
Related Skills: Team Building, Team Leadership, Project Management, Customer Service

Mentored, motivated, and led a team of 20 professionals responsible for delivering courses for customers in different sectors, publishing, conferences, certifications and inspections, training, and management services. Served as project manager for conference and training course service solutions.

- Managed five individual conferences in one week through time mgmt. and customer service expertise.

Additional experience as Training Operations and Project Manager for Aryana Industrial and Research Group (2009 to 2010), and as Researcher for Strategic Management Academy (2007) in Tehran, Iran

EDUCATION & QUALIFICATIONS

University Degrees

Islamic Azad University Science and Research Branch

M.Sc. in Information Technology Management

GPA = 17.50 / 20; And my thesis was on the subject of "Information Security Architecture Framework for Iranian Banking Sector"

Islamic Azad University South Tehran Branch

B.Sc. in Industrial Engineering

GPA = 15.50 / 20; And my thesis was on the subject of "Strategic Planning for Educational Organizations"

Activities and Societies

Jan 2008 till Jan 2010

Scientific Council of Industrial Engineering Tehran

Board Member at Institute of Industrial Engineering

- Scientific Council of Industrial Engineering is an NGO and its mission is to help graduated and under graduating students of Industrial Engineering, get familiar with their studying field thorough many activities like holding professional courses and seminars, researching and connecting to business fields.
- Besides my responsibilities as a member of the board, I was Chief Executive Officer at Industry Connections Dept.

Attended Seminars

Field	Seminar Title	Provider	Date
Quality Management Systems & Standards	Introduction to Six Sigma Methodology	Institute of Industrial Engineering	1 & 2 Dec. 2007
	Management Systems Principles & Standards	NIS CERT Germany	24 Oct. 2007
Strategic Management	International Conference on Strategic Management	Iran Strategic Management Academy	13 & 14 Nov. 2007
Management & Industrial Engineering	8th International Management Conference	Aryana Industrial & Research Group	18 - 20 Dec. 2010
	7th International Management Conference	Aryana Industrial & Research Group	19 - 21 Dec. 2009
	2nd IE Week Summit	Institute of Industrial Engineering	5 - 9 May. 2006
	Customer Relationship Management (CRM)	Iran Institute of Industrial Engineering	10 Oct. 2007
	COMFAR & Economic Feasibility Study	Institute of Industrial Engineering	2 Feb. 2007

Papers

| March-2014 | **A Systematic Approach to Supply Chain Risk Management Using CCR and TOPSIS Methods** |
| | This article is Under Publishing … |

| Jan-2010 | **Using balanced scorecard in educational organizations** |
| ISI Article published by Procedia - Social and Behavioral Sciences Journal (ISSN: 1877-0428) by Elsevier Publication | The article explains my researches and theories in educational organizations Strategic Planning which has been accepted and presented at 2nd World Conference on Educational Sciences 2010.
It has been indexed by Scopus and ScienceDirect (ISSN: 18770428). In addition, the Elsevier will be submitted to both ERIC and Thomson Reuters Conference Proceedings Citation Index.
This article has been honored with "The first of Top 10 Cited Articles" in Procedia journal at Elsevier. It has been also published on the subject of "Strategic planning in Iranian educational organizations" in the same journal. |

| Jul-2009 | **IWA 2:2007 – Guidelines for Quality Management System in Education** |
| ISIRI | I was editing this international standard translation technically. I was also member of ISIRI National Standard Registration Committee for this standard. |

| Feb-2009 | **Education Criteria for Performance Excellence; Baldrige National Quality Program 2009** |
| MorsaCO | I have translated this document but it's not been published yet. |

SKILLS

Language Skills

English   IELTS Overall Score : 6.5

Farsi   Mother tongue.

Computer Skills

Expert in:

- Microsoft Office including:
    - Word
    - Excel
    - PowerPoint
    - Access
    - OneNote
    - Outlook
    - Visio
    - InfoPath
    - Publisher

- Microsoft SharePoint Power User
- Microsoft Project
- Adobe Photoshop
- Windows
- Internet

* I was also ICDL Trainer at Tehran Virtual University
from Jul. to Sep. 2009

Also familiar with:

- Minitab
- Catia
- Networking
- Windows Network an Server Management
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Technical Proficiencies

Platforms and Environments	Windows OS, Mac OS/iOS, Windows Active Directory, MS Exchange, Zyxel Router and Firewall Configuration, Zyxel Router Administration, Zyxel Firewall and Windows Firewall Administration
Software and Tools	ServiceNow, Zoom, Skype for Business, Google Meet, Matlab, R, MS Office Suite (Word/Excel/PowerPoint/Outlook/OneNote/Project/Access/InfoPath/Publisher/Visio) MS Office 365, Adobe Acrobat, MS SQL, MySQL, Adobe Creative Suite (Photoshop), SharePoint, ServiceNow, Minitab, CATIA Systems Engineering, Sophos Encryption
Network Security	MS Firewall, MS Security Essentials, VPN, Symantec EndPoint Security

Hobbies

Travelling | Walking | Nature Tours | Music | Watching movies | Internet