

Haider Flayyih

Technical Program Manager | Network & IT Infrastructure | CCNP | U.S. Air Force Reserve Veteran

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PROFESSIONAL SUMMARY

Technical Program Manager with 10 years across telecommunications, IT infrastructure, port logistics automation, and CRM/data platforms. Oversaw a \$15M annual IT and automation portfolio at APM Terminals Pier 400, cutting costs 4.5%. Led DOCSIS capacity planning at Charter Communications. CCNP-certified engineer who pairs technical depth with delivery, vendor, and risk management. U.S. Air Force Reserve veteran.

CORE COMPETENCIES

- **Program delivery:** Technical program management, PMO, Agile/Scrum/Waterfall, change control, cutover and rollback planning, risk management
- **Vendor & budget:** \$15M portfolio oversight, contract negotiation, vendor KPIs, SLA tracking, cost reduction
- **Network & infrastructure:** DOCSIS 3.1, CMTS (Arris, Cisco, CASA), capacity planning, OSPF/BGP, IPv4 & IPv6, LAN/WLAN
- **Cloud & automation:** AWS, Google Cloud, CRM architecture, workflow automation, data governance, analytics, generative AI
- **Leadership:** Cross-functional coordination across engineering, NOC, field ops, and vendors; stakeholder communication; mentoring

PROFESSIONAL EXPERIENCE

SYNCZE — Michigan / Orange County, CA

Founder & Technical Program Manager (Part-time) · Oct 2023 – Present

- Lead technical programs for CRM architecture, workflow automation, data governance, and analytics for small-business clients.
- Founded the company and delivered an AI chatbot, a CRM platform, and a social media scheduler, owning scope, vendor selection, implementation, and launch.
- Replaced documentation-only client training with recorded live sessions, turning a failed rollout into lasting adoption for a 4-person client.

APM Terminals, Pier 400 — Los Angeles, CA

Technical Project Manager, IT/Automation (Contract) · Feb 2023 – Sep 2023

- Oversaw a **\$15M** annual IT and automation portfolio at one of the largest container terminals in the U.S., reducing costs **4.5%**.
- Led the IT department PMO, running simultaneous projects in a 24/7 operation with Agile, Scrum, and Waterfall methods.
- Negotiated vendor contracts and built vendor-specific KPIs, tracking cost, SLAs, and delivery against timelines.
- During a network redundancy cutover, caught mis-specified optics (1G delivered for 10G) and redeployed contractors to crane and camera work, avoiding idle crew cost.

Charter Communications — Greenwood Village, CO

Network Engineer II — DOCSIS Capacity Planning / Projects Area Lead · Apr 2017 – May 2022

- Led regional DOCSIS 3.1 capacity planning, forecasting demand and prioritizing node splits, expansions, and system refreshes.
- Resolved escalated network outages and performance issues with engineering, NOC, and field ops teams.
- Recovered a missing CMTS during a regional upgrade that put service to up to **35,000 customers** at risk, limiting the slip to 2 days instead of a month.
- Created an inventory pre-check process adopted by hub managers across the region.
- Guided CMTS deployments (Arris, Cisco, CASA) with engineering, NOC, and field ops teams.
- Received the Charter Achievement Award (Q2 2018).

Builders FirstSource / Probuild — Denver, CO (HQ)

Infrastructure Systems Engineer II (Contract) · Oct 2016 – Feb 2017

- Deployed Dayforce HCM time-clock kiosks to **150 sites** nationwide as part of the rollout team, enabling employee clock-in/out for payroll.
- Trained site staff on the new kiosks, wrote the training guide used across all sites, and handled all rollout support tickets.
- Planned and troubleshoot LAN/WLAN, firewall, and monitoring infrastructure for corporate and remote sites.
- Tested and evaluated hardware and software for reliability and compatibility, and recommended network improvements.

PepsiCo — Denver, CO

Sales Representative · Feb 2014 – May 2016

- Managed customer accounts, pricing, promotions, and territory operations across the Denver metro area.

Iraqiya Net — Baghdad, Iraq

IT Consulting & Systems Support · Mar 2005 – Mar 2007

- Built **3 internet cafés** from the ground up, owning budget, vendors, network setup, and hardware, and leading a team of 3 technicians through installation.
- Designed workstation specs for each café based on business needs and budget.
- Set up and managed monthly wireless subscription service for local customers, operating as a neighborhood internet service provider.
- Installed and maintained servers, with daily monitoring, backup verification, and on-call support (Windows Server, SQL Server, MikroTik, 24Online).

MILITARY SERVICE

U.S. Air Force Reserve — United States

Safety Wing & Physical Training Manager (Part-time) · Jun 2016 – Nov 2020

- Served as Area of Responsibility Safety Representative, identifying and resolving safety hazards.
- Delivered quarterly safety compliance briefings to 40+ wing members and supported mishap investigations logged in AFSAS.
- Audited wing safety checklists ahead of Critical Unit Inspections for accuracy and compliance.
- Awards: National Defense Service Medal, Global War on Terrorism Service Medal, Air Force Training Ribbon.

CERTIFICATIONS & TRAINING

- **Cisco Certified Network Professional (CCNP) Enterprise** — Cisco · Feb 2023
- **Generative AI Overview for Project Managers** — Project Management Institute (PMI) · May 2025
- **Vendor training:** ARRIS CMTS Operations (2017); ARRIS E6000 CER Video Applications (2018)
- **Coursework:** PMI-ACP Cert Prep (2021); Palo Alto Networks Cybersecurity Fundamentals (2022); Google Cloud Essentials (2018); AWS Essentials (2017)

EDUCATION

Colorado Technical University — Colorado Springs, CO

Coursework in Electronics Technology (Associate of Science track), 20 credits · Feb 2011 – Sep 2011