

Salman Hashmi

Mississauga, ON | 613-869-0851 | salmanhashmi67@gmail.com

[LinkedIn Profile](#) | salman-hashmi.com

Summary

Project Delivery Lead and Senior Business Analyst with 10+ years driving enterprise IT delivery, cloud transformation, and infrastructure modernization across federal government and consulting. Led a \$2.5M Azure migration program delivering within 95% of budget, managed SDLC delivery for a 40,000+ user EMR platform, and currently run Linux/Unix operations at Shared Services Canada while operating a global MSP with 3,300+ engineers. PMP, ITIL 4, Azure, and Scrum Master certified. Master's in Engineering Management.

Education and Training

- Master's in Engineering Management, University of Ottawa
- Bachelor of Engineering (Telecommunications), Hamdard University
- ITIL 4 Foundation Certification
- Project Management Professional (PMP)
- Change Management Leadership (McGill University)
- Microsoft Azure (Az-900)
- AWS Cloud Practitioner
- Scrum Master
- Risk Management Training
- Google AI Essentials
- Google Prompt Engineering Specialization
- Business Process Analysis (McMaster University)
- Requirement development, Documentation and Management(McMaster University)
- Anthropic AI courses

Work Experience

Senior Business Analyst / Project Delivery Lead - (Contract) May 2023 – Present

Shared Services Canada | Toronto, ON

Provided operational leadership during intermittent acting assignments by setting team priorities, coordinating operational activities, and ensuring uninterrupted delivery of Linux/Unix and VMware services. Improved operational efficiency through process improvements and automation, strengthened system reliability, and supported infrastructure modernization initiatives. Served as a liaison between technical teams and stakeholders to support clear communication, timely issue resolution, and well-coordinated change implementation in alignment with governance and security requirements.

- Participated in Change Advisory Board (CAB) governance reviews to assess risk, operational impact, and scheduling of infrastructure changes.
- Gathered, analyzed, and translated complex business requirements into actionable technical solutions and infrastructure roadmaps to support departmental objectives.
- Collaborated with Middleware teams to drive server performance enhancements and leveraged Bash and Python scripting to automate repetitive administrative tasks, improving efficiency and system reliability.
- Provided mentorship and conducted one-on-one coaching sessions for junior analysts and engineers, supporting their career growth and fostering a culture of continuous improvement.
- Managed and optimized VMware ESXi and vSphere environments supporting enterprise workloads across federal infrastructure platforms, including virtual machine provisioning, performance tuning, and resource allocation.

Salman Hashmi

Delivery Lead / Project Manager

Synurgenix | Agile IT Solutions

2024 – Present

Lead project delivery and manage end-to-end service operations for a global managed IT services provider operating across North America and Europe, with 3,300+ engineers delivering infrastructure solutions, resource allocation, app development, and OEM tech support 24/7.

- Lead end-to-end project delivery, service design, and go-to-market strategy for infrastructure services, wireless surveys, app development, and secure asset disposal
- Drive client acquisition and sales strategy, building relationships with enterprise clients and negotiating vendor partnerships across industries
- Shape SLA governance frameworks and full-time resource allocation models to ensure consistent, high-quality service delivery across time zones
- Manage operational decisions on staffing, engineering team structure, and delivery workflows to support 24/7 uninterrupted global support
- Oversee compliance, risk management, and secure IT asset disposal and destruction processes

Project Delivery Lead / Senior Business Analyst

Accenture | Cloud Transformation & Infrastructure Modernization, Ottawa, ON

Oct 2018 – May 2023

As a Senior Business Analyst within the Cloud Transformation and Infrastructure Modernization Program, I led large-scale initiatives focused on migrating legacy on-premise systems to secure, scalable cloud platforms. My work emphasized cost optimization, modernization, and alignment of enterprise infrastructure with evolving business, operational, and security requirements.

- Led enterprise-wide cloud migration projects from on-premise legacy environments to Microsoft Azure, achieving a 23% reduction in infrastructure costs and significant improvements in scalability and resiliency.
- Spearheaded the design and deployment of Nutanix hyper-converged infrastructure (HCI) solutions, modernizing client data centers, simplifying management, and minimizing hardware dependencies.
- Directed the end-to-end implementation and integration of VMware vSphere, Nutanix Prism, and CloudEra technologies to strengthen system performance and security posture.
- Applied Agile project management principles to coordinate cross-functional teams, developers, and product owners, ensuring timely, high-quality, and budget-compliant delivery.
- Implemented comprehensive data protection and encryption protocols, enhancing compliance and reducing security risk exposure by 23%.
- Conducted in-depth business case analyses and option assessments to support executive decision-making on cloud adoption, scalability, and infrastructure investments.
- Delivered detailed project roadmaps, risk assessments, and cost analyses to senior leadership, maintaining delivery within 95% of projected budgets and timelines.
- Managed a \$2.5 million infrastructure modernization budget, securing funding through effective stakeholder engagement and strategic alignment with business objectives.
- Developed Python scripts to automate data processing and validation, ensuring accuracy, consistency, and operational efficiency across project workflows.
- Led business and technical analysis for migration of legacy infrastructure to Microsoft Azure cloud environments and Nutanix hyperconverged infrastructure (HCI), ensuring alignment with enterprise architecture standards and modernization objectives.
- Supported end-to-end data migration planning, validation, and execution, ensuring data integrity, availability, and regulatory compliance throughout all transformation phases.
- Managed enterprise backup and storage modernization initiatives, including restructuring and migration of legacy backup systems into modern cloud-aligned architectures.
- Worked extensively with the Commvault backup platform, supporting enterprise data protection operations including:

Salman Hashmi

- Backup policy mapping from legacy environments to Azure and hybrid cloud platforms
- Backup retention strategy design and lifecycle management alignment
- Backup recovery testing, validation, and restoration assurance
- Disaster recovery readiness planning, testing coordination, and reporting for stakeholders
- Supported storage capacity planning, snapshot strategy design, and optimization of backup infrastructure performance and cost efficiency.
- Ensured data protection, resiliency, and recovery objectives were consistently maintained across all migration and transformation phases.
- Collaborated closely with security, infrastructure, application, and compliance teams to ensure adherence to governance frameworks, risk controls, and enterprise policies.
- Produced executive-level documentation for CMHC stakeholders, including migration strategies, risk assessments, operational readiness reports, and technical governance summaries.

Business Analyst | Healthcare Technology

May 2016 – Oct 2018

Telus Health PS-suite

As a Business Analyst within the Healthcare Technology Division, I played a key role in the enhancement and governance of Electronic Medical Record (EMR) systems, driving compliance, data security, and operational efficiency. My work focused on aligning healthcare technology initiatives with CIMA standards, improving data accuracy, and optimizing end-to-end business processes.

- Contributed to the design and development of an Electronic Medical Record (EMR) system in alignment with CIMA standards, ensuring data integrity, usability, and compliance with healthcare regulations.
- Strengthened cybersecurity and vendor governance processes—reducing the risk of data breaches by 23%, mitigating vendor-related risks, and lowering non-compliance penalties by 7%.
- Streamlined supply chain workflows and implemented process improvements that reduced procurement and delivery lead times by 9%, enhancing overall service delivery efficiency.
- Facilitated cross-functional collaboration among clinical, technical, and administrative stakeholders to gather requirements, assess needs, and ensure successful system adoption.
- Conducted comprehensive market research and competitive analysis to guide strategic decision-making and future product enhancements.
- Improved data quality and reporting accuracy by 32% through the refinement of Power BI dashboards and integration logic, enabling more reliable performance monitoring and insights.

Business Analyst

Jun 2011 – Aug 2011

IBM International

- Led the Design/Define phase of the Siebel CRM Implementation project.
- Created test scripts, performed system and regression testing, and coordinated defect resolution.
- Developed training materials and led UAT sessions to improve user understanding of new functionalities.

Technical Skills

- Productivity: MS Office Suite (Word, Excel, PowerPoint, Outlook), Google Workspace, SharePoint
- Project & Delivery: MS Project, Jira, Confluence, Miro, Figma, Zoom, ServiceNow
- Analytics & Automation: Power BI, Python, Bash, Blue Prism, SQL
- Government: MyGCHR, GCDocs, GCcase
- Cloud & Infrastructure: Microsoft Azure, AWS, Nutanix Prism/HCI, Commvault, CloudEra

Salman Hashmi

- AI & Emerging Tech: Anthropic Claude, OpenAI, Prompt Engineering, AI Agents, Blockchain, Web3
- Security & Compliance: ITIL 4, Risk Management, Disaster Recovery, Data Protection, Encryption Protocols

Salman Hashmi

Skills

- **Analysis & Recommendations:** Analyzes operational and stakeholder needs and provides options/recommendations supported by evidence.
- **Communication:** Communicates complex technical information clearly in writing and verbally to technical and non-technical audiences.
- **Partnering:** Collaborates with internal/external stakeholders to deliver results and resolve issues.
- **Results Orientation:** Delivers service improvements and operational outcomes under changing priorities.
- **Risk & Change Management:** Assesses risk/impact, supports CAB governance, and implements secure change.