

Douglas Sanchez Zabala

Senior IT Infrastructure Project Manager | Network, Data Center and Cloud Migration | Multi-Site Delivery | PMO and Vendor Governance

500+ users supported	15 racks relocated safely	100+ sites regional delivery	99.99% uptime achieved
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EXECUTIVE PROFILE

PMP-certified infrastructure leader with 13+ years across enterprise networks, data centers, cloud infrastructure, telecommunications and multi-site operations. Delivers complex programs from scope and planning through vendor coordination, RAID governance, cutover, stabilization and executive reporting. Combines hands-on network credibility with business-focused delivery.

CORE CAPABILITIES

Program Delivery Scope, schedule, budget, RAID, dependencies, change control and executive reporting	Infrastructure Data centers, Cisco networks, IP/MPLS, Metro Ethernet, AWS and workplace technology	Operational Readiness Cutover planning, rollback readiness, SLA governance, incident reduction and handover
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SELECTED ENTERPRISE DELIVERY

Enterprise Core Network Modernization HCLTech	
Scope: Replaced six Cisco Catalyst 9300 switches with Catalyst 9407 platforms across three controlled maintenance windows.	Outcome: Supported 500+ users with zero unplanned downtime through risk, stakeholder and rollback governance.
Data Center Relocation and Infrastructure Migration HCLTech	
Scope: Planned and executed relocation of a 15-rack data center over two weekends, coordinating technical, facility and business dependencies.	Outcome: Maintained business continuity for 15 departments with no impact to daily operations.
AWS Infrastructure Delivery HCLTech	
Scope: Delivered cloud infrastructure supporting 10+ systems with engineering, operations and stakeholder coordination.	Outcome: Reduced provisioning time by 40% while maintaining 99.99% uptime.

Selected Network and Multi-Site Programs

IP/MPLS Capacity Expansion MDS Telecom	
Scope: Led planning, KPI definition and delivery governance for IP/MPLS and internet capacity serving 10,000+ users.	Outcome: Increased capacity by 29% and enabled multi-year scalability.
Metro Ethernet Backbone Deployment MDS Telecom	
Scope: Directed cross-functional infrastructure deployment across 10 sites, including schedules, risks, testing and handover.	Outcome: Achieved 99.99% uptime and met all SLA targets.
Regional Multi-Technology Deployment ZTE	
Scope: Coordinated 2G, 3G, 4G and Metro Ethernet deployments across Aruba, Curacao and Bonaire from site readiness through acceptance.	Outcome: Led delivery and operational handover across 100+ sites.

ADDITIONAL DELIVERY IMPACT

Remote-site connectivity Satellite solution for 120+ users, delivered two weeks early; monthly downtime reduced 30%.	Multi-site decommissioning Three sites in 30 days; \$50K+ in assets recovered and maintenance costs reduced 15%.
Routing transformation OSPF-to-IS-IS transition and RSVP traffic engineering; congestion reduced 25% and QoS improved 20%.	Technical enablement Six Cisco training sessions; peer certification increased 40% and Tier 2 escalations reduced 25%.

CREDENTIALS AND TECHNOLOGIES

Credentials	Technologies
PMP MBA Cisco Enterprise Infrastructure Implementation Cisco Enterprise Core CCNA Routing and Switching	Cisco Catalyst IP/MPLS BGP OSPF IS-IS RSVP Metro Ethernet Palo Alto AWS Jira Smartsheet

TARGET ROLES

Senior IT Infrastructure Project Manager | Technical Program Manager | Data Center Program Manager | Network Infrastructure Program Manager | IT Delivery Manager

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