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Profile Summary

Senior IT Director with 20+ years of experience translating business objectives into technology roadmaps that drive growth and efficiency. Expert in leading **enterprise data strategy** and global IT across corporate functions; managing large-scale **data, AI, and hybrid-cloud transformations**. Proven in **architecting modern data ecosystems (Data Fabric, Databricks)**, establishing robust security programs (SOC 2, NIST), leveraging AI-driven automation, and instituting reliability practices (SOE, CI/CD, DR/BCP). Strategic manager of OpEx/CapEx budgets who builds high-performing teams to deliver secure, scalable, and cost-effective IT services.

Career Highlights

- **Modernized cloud & IT operations and delivery:** (Azure/GCP/SAP, M365/LDAP/Active Directory, SSO, MFA, network segmentation) by introducing **trunk-based development**, CI/CD, **feature flags**, and **versioned APIs**. Established **standard operating environments**, formal **change windows**, and service performance dashboards (**uptime/SLA/ attainment, MTTR**). Result: **fewer Sev-1 incidents, faster MTTR, higher change-success rates**, and lower run-rate via license consolidation and vendor SLA optimization.
- **ERP-integrated B2B/B2C marketplace (North America O&G):** Stood up **hybrid-cloud architecture (Azure/GCP) with SAP integration, SSO/identity and PCI-ready payment controls**, plus a reliability framework (**monitoring, incident runbooks, support SLAs**)—shortened order cycle time and enabled self-service at scale built on a modern multi cloud data stack including Databricks.
- **Cloud based Global Sales Incentive & Territory Management (80+ countries / 32 companies):** Integrated CRM/HR/Finance with **RBAC**, audit trails, and DR playbooks; engineered for availability with disciplined releases and live telemetry→**98% admin effort reduction** and true pay-for-performance; **drove initiative to enable a Data Fabric architecture using BigQuery** to unify insights; **delivered in ~12 months at ~1/10th the quoted cost** (vs. leading ERP's 8-year estimate). Added AI "next-best action" guidance for sellers.
- **Business growth enabled by systems & process rigor:** Grew the region **4×**—from **\$20M to \$80M (2012–2016; 41.4% CAGR)** and raised profitability from **9% to 56%**, while scaling headcount **+60%** and holding attrition **<3%** through standardized operations and leadership bench-building.

Professional Experience

Director, Operations & IT

SLB Hexacom — Houston, TX | 2020 – 2025

concurrent dual-hat responsibilities

- **Directed** enterprise transformation programs impacting **4,000+ global users** with full accountability for IT strategy, digital operations, and infrastructure.
- **Drove** portfolio planning and activation across business units, aligning technology roadmap with revenue and efficiency goals.
- **Managed** vendor partnerships, compliance operations, and data platforms to support analytics-led decision-making.
- **Architected** a self-service platform for vendors that automated the full order-to-cash lifecycle, ensuring SOX-compliant controls, per-transaction financial booking, and automated stakeholder notifications.

Sales Performance Lead

SLB — Houston, TX | 2018 – 2025

concurrent dual-hat responsibilities

- **Owned** the product roadmap and led the global deployment of enterprise platforms for sales performance and territory management, serving users in **80+ countries**.
- **Developed** strategic GTM plays, including enablement frameworks and performance dashboards aligned to field operations.
- **Collaborated** with executive leadership to deliver measurable impact through pipeline visibility and sales productivity.
- **Spearheaded** collaboration amongst corporate and regional cross domain functional experts in legal, tax, HR, finance, payroll, digital operations, revenue operations, Sales & Marketing functions along with platform architecture, security, development, deployment & support teams.

North America Business Development Manager – Cloud & Digital Infrastructure

SLB — Houston, TX | 2016 – 2018

- **Designed, built, launched and scaled** cloud offerings for SaaS and data integration built on the concept on “Jobs to be done” focused on the North American Oil & Gas Industry.
- **Translated** regional GTM strategy into technical requirements for cloud platforms and data integration services.
- **Advised** senior leadership on emerging technology trends and provided technical solution mapping to address customer pain points.

General Manager, Canada

SLB — Calgary, AB | 2012 – 2016

- Drove **4x revenue growth from \$20M to \$80M (2012–2016; 41.4% CAGR)** through market expansion, pricing optimization, and product/ops standardization.

- Increased profitability from **9% to 56%**, introducing scalable, customer-centric processes in a regulated environment.
- Built a resilient leadership bench (**+60% headcount, <3% attrition**).

Various Roles Sales, Operations & IT

SLB - Worldwide Locations | 1995 - 2025

Progressive roles across EMEA/Asia (Systems/Project/Program Manager, Country Manager, Sales & Operations). Delivered enterprise systems deployments, remote/field connectivity, data integrations, and change programs in regulated environments; partnered with operations to document and institutionalize new processes and controls.

Education & Certifications

- Professional Certificate in Digital Marketing - Northwestern Kellogg School of Business, 2025
- **Product Management – UC Berkeley, 2024**
- Postgraduate Diploma in **AI & Machine Learning – University of Texas at Austin, 2022**
- **Disruptive Strategy – Harvard Business School, 2017**
- **Economics, Business Analytics & Financial Accounting – Harvard Business School, 2016**
- Marketing & Change Management – University of Calgary, 2015
- **Bachelor of Computer Science – National University of Computer & Emerging Sciences, 1995**
- **Google Cloud:** Generative AI (2024), Vertex AI Prompt Design (2024), Responsible AI (2024), Apply AI Principles with Google Cloud (2024), Building No-Code Apps with AppSheet: Foundations (2025)
- Google Analytics (2025), Google Ads Search (2025)– Google Digital Academy
- Content Marketing (2025) – HubSpot Academy
- Everyday Business Storytelling (2022) – The Presentation Company
- **PRINCE2 Level 1, Foundation – 2000**

Patents & Inventions

- Flow Control Valve Modeler (Patent pending)
- Economic Analysis Methods & Devices (Patent pending: #62008753)
- Weighted matrix method for oilfield data analysis (Patent pending: US IS16.1098)
- Guided workflow for generating reservoir quality maps
- Automated contextual lead generation and market tracking

Core Strengths, Technical & Functional Skills

Leadership & Strategy: IT roadmaps; OpEx/CapEx & FinOps; org design & talent; exec stakeholder mgmt; change adoption

Data & Analytics: Enterprise Data Strategy; Data Fabric Architecture; Data Governance & Quality; Databricks; Google BigQuery; Data Warehousing; ETL/ELT; SQL/NoSQL; BI (Power BI, Tableau); Vertex AI; Master Data Management

Security & Compliance: NIST CSF, SOC 2, ISO 27001; SOX, GDPR, CCPA, HIPAA; Zero Trust; vuln & patch mgmt; PCI-ready controls

Delivery & Architecture: Trunk-based dev; CI/CD w/ automated tests & security scans; API-first, versioned APIs, Microservices & integration patterns, feature flags; observability (logs/metrics/traces)

Cloud & Identity: Azure, GCP, AWS; Microsoft 365/Entra ID (Azure AD); Intune/MDM; SSO/MFA; RBAC; network segmentation/VPN

Enterprise Systems & Integration: SAP/Oracle/Siebel; CRM; HR/Finance/RevOps/Warehouse/Stores/Pricebooks; e-commerce & payments; iPaaS/API gateways; incentive & territory mgmt

Ops & Reliability: ITIL/ITSM; SOE; incident/change/problem; SLAs/CSAT; uptime/MTTR; DR/BCP runbooks & tests

Vendors & Portfolio: Vendor selection, Contracts/SLAs/licensing; cost takeout; SOW/RFP; Agile/Waterfall/Hybrid; KPI/benefits realization

Domain & Context: Energy/Oil & Gas, multi-country operations, regulated environments • B2B, B2C, and B2B2C go-to-market models • Large-scale platform rollouts and global adoption

Gallup Strengths Assessment

Deliberative • Competitive • Achiever • Relator • Responsible

Work Authorization

USA and Canada - no sponsorship required.