

SHAHMIR NASIR

Senior IT and Systems Architect | IT Operations Leadership | Identity and Access Management (IAM) | SaaS and Tech Stack Optimization | AI-Driven Automation

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PROFESSIONAL SUMMARY

Senior IT and systems leader with 17+ years across IT operations, infrastructure, identity and access management, and SaaS governance for global remote-first organizations. Owns identity programs end to end, including Okta implementation, SSO, MFA, RBAC, and the full joiner, mover, and leaver lifecycle. Cuts technology spend through SaaS rationalization, shadow IT governance, and contract and vendor negotiation. Builds internal tooling and automations using AI platforms (Anthropic Claude, OpenAI), no-code, and code, including a Slack-native ticketing system. Comfortable doing the hands-on technical work directly or leading and mentoring a team to deliver it.

CORE COMPETENCIES

Security and Identity: Identity and Access Management (IAM), Okta implementation and administration, Single Sign-On (SSO), Multi-Factor Authentication (MFA), Role-Based Access Control (RBAC), identity lifecycle, provisioning and deprovisioning, least privilege, access reviews, security awareness training, endpoint security, incident reporting, compliance support

IT Operations and Service Management: IT operations leadership, IT Service Management (ITSM), service desk and ticketing systems, SOP development and documentation, asset lifecycle management, device management and MDM, onboarding and offboarding, remote IT enablement, monitoring, executive support

SaaS, Vendor and Cost Management: SaaS management and administration, tech stack management and optimization, shadow IT governance, license optimization, vendor consolidation, procurement, contracts and vendor management, contract negotiation, technology cost optimization

Automation and AI: Process automation, AI-assisted workflow automation with Anthropic Claude and OpenAI, API integrations, webhooks, Zapier, Make, n8n, Workato, internal tooling development, vibe coding applications and internal apps from scratch

Engineering and DevOps: Cloud infrastructure (AWS, GCP), CI and deployment platforms, DNS and hosting, database administration, website and web application development

Marketing and Revenue Operations: Marketing funnel builds, CRM automation and administration, sales pipeline build and management, opt-in and landing page builds, campaign and lifecycle automation

Leadership: Team building and mentoring, cross-functional collaboration, IT project delivery, IT policy and governance, training and internal capability building

PROFESSIONAL EXPERIENCE

LEADR.co | United States (Remote)

Senior IT and Systems Architect

January 2026

- Reduced shadow IT technology stack cost by 20 percent through SaaS rationalization, eliminating redundant tooling, right-sizing licenses, and consolidating vendors under governed procurement.
- Built and launched a white-labeled ticketing system embedded directly into Slack, giving employees a support channel inside the tool they already work in instead of a separate portal.
- Automated ticket intake, routing, and status workflows inside the Slack system, standardizing IT support processes and cutting manual triage effort.
- Owns IT operations end to end: SaaS access management, identity administration in Okta, domain and hosting management, endpoint and device support, and executive support.
- Established SOPs and technical documentation across IT processes, making support repeatable and reducing reliance on tribal knowledge.
- Applies AI tooling (Anthropic Claude, OpenAI) to automate recurring IT and operational workflows, and vibe codes internal applications when an off-the-shelf product does not fit the requirement or does not justify the cost.
- Supports marketing and revenue operations, including funnel builds, CRM automation and pipeline configuration in HubSpot and GoHighLevel, and opt-in and landing page builds.
- Leads IT projects end to end, from vendor evaluation and contract negotiation through rollout, adoption, and handover.

Publishing.com | United States (Remote)

Senior Manager, IT Operations

January 2025 to December 2025

Manager, IT Operations

March 2020 to December 2024

- Joined as employee number one, the company's first hire overall and not only its first IT hire, operating as a generalist across operations, support, marketing funnels, and systems, then built and led the IT function as the company scaled.
- Led the end-to-end Okta implementation across the organization, standardizing SSO, MFA, and RBAC and centralizing provisioning and deprovisioning to close access gaps at onboarding and offboarding.
- Rolled out prevention-focused security awareness and security best practice training, moving the organization from reactive incident handling to a proactive security culture.

- Optimized the tech stack and operational processes, driving a 30 percent improvement in scalability while keeping technology spend controlled.
- Built integrations and automations across departments, connecting SaaS platforms, marketing funnels, payment systems, and internal tools to remove manual handoffs.
- Owned marketing operations support alongside IT: built sales funnels, opt-in and landing pages, CRM automations, and pipeline structures across HubSpot, Keap, and GoHighLevel, connected to billing and course delivery platforms.
- Managed IT procurement, vendor relationships, licensing, contract negotiation, and full asset lifecycle management.
- Hired, mentored, and led the IT team, setting standards and escalation paths while staying hands-on with the technical work.
- Built and maintained websites, landing pages, and internal applications in-house when speed or cost made outsourcing the wrong call.

Thinkcube Solutions | United States (Remote)

IT Operations Lead

November 2017 to February 2020

- Led daily IT operations for a fully remote organization, covering system reliability, hardware and software management, and end-user support.
- Administered SaaS platforms, access controls, and system integrations, streamlining workflows through automation.
- Managed IT projects in Teamwork with Web Development and Design teams, and established IT documentation and standardized processes that improved data accuracy and consistency.

Generator-PRO | United Kingdom (Remote)

Operations Manager

April 2016 to September 2017

- Ran end-to-end eCommerce operations and fulfillment logistics across the UK, Germany, and Italy.
- Managed and optimized Amazon, eBay, and the proprietary storefront, including technical troubleshooting, platform integrations, and backend workflow automation.
- Coordinated international carrier shipping, provided multi-channel customer support, and delivered sales, expense, and profit reporting.

Ogwyn Enterprises Inc. (MIMP.US) | United States (Remote)

Project Manager

May 2013 to April 2016

- Promoted from Remote Project Assistant to Project Manager, owning website development and digital marketing project delivery in a fully remote setup.
- Managed cross-functional virtual teams of developers, designers, and virtual assistants across time zones, and oversaw IT systems coordination, SEO, analytics reporting, and email campaign execution.

EARLIER EXPERIENCE

Reliance Institute Bahawalpur | Pakistan (On-site)

IT Admin Operations Lead, April 2011 to April 2013. Promoted from Office Administrator. Owned administrative functions and IT infrastructure, including networks, hardware and software setups, and institutional databases.

Muller and Phipps (Pvt) Ltd | Pakistan (On-site)

Data Processing Officer, March 2009 to March 2011. Handled sales invoicing, order processing, and inventory reporting, and managed servers and Oracle-based database operations.

Ufone Telecom | Pakistan (On-site)

Customer Services Representative, March 2008 to February 2009. Delivered multichannel customer support, resolved escalations, and processed accounts and forms.

TECHNOLOGY STACK

IAM, Security and Endpoint: Okta, Rippling, Active Directory, Google Workspace, Microsoft 365, SentinelOne, Rippling MDM, 1Password, Windows 10 and 11, macOS, Android, iOS

ITSM and Support: Slack-native ticketing, Freshdesk, Zendesk, HelpScout, Intercom

Cloud, DevOps and Web: AWS, GCP, DigitalOcean, Railway, Heroku, Netlify, Vercel, GitHub, Cloudflare, DNS, cPanel, Postman, Sentry, Uptime monitoring, WordPress, Webflow, HTML, CSS, JavaScript, Python, PHP

Automation and AI: Anthropic Claude, OpenAI, Zapier, Make, Workato, n8n, REST APIs, webhooks

CRM, Marketing and Funnels: HubSpot, GoHighLevel, Keap (Infusionsoft), Pipedrive, Salesforce, Aloware, ClickFunnels, Whop, Circle

Learning, Billing and E-Sign: Kajabi, Thinkific, Teachable, LearnDash, Stripe, PayPal, Chargebee, ChargeDesk, DocuSign, Dropbox Sign

Data and Databases: Snowflake, Fivetran, PostgreSQL, Supabase, MySQL, phpMyAdmin, Airtable, Sigma Computing, Databox, Datadog

Collaboration, Documentation and Project Management: Slack, Zoom, Loom, Asana, ClickUp, Monday, Basecamp, Notion, Confluence, Slite, Whimsical

EDUCATION AND LANGUAGES

Bachelor of Science, Business Administration, Virtual University of Pakistan

Languages: English and Hindi (highly proficient), Urdu and Punjabi (native), Arabic (working knowledge)