

BHAVIN SHETH

Delivering Leadership, Accountability, and Excellence
Total Dedication in Exceeding Client and Personal Expectations in Challenging Environments

CONTACT



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EDUCATION

Master of Engineering (Communication System Engineering)

L D College of Engineering, Ahmedabad, Gujarat, India | Gujarat University 2005
Distinction

B.E. (Electronics Engineering)

Birla Vishwakarma Mahavidyalaya, Gujarat, India | Sardar Patel University 2003
First Class

Diploma of Engineering (Electronics & Communication)

A.V. Parekh Technical Institute, Rajkot, Gujarat, India | Technical Education Board 2000
Distinction

CORE COMPETENCIES

- Service Delivery & Management
- IT Infrastructure Operations
- Program Management
- ITIL Best Practices
- Change & Release Management
- ITIL and Audit Processes
- Client Engagement
- Onshore-Offshore Delivery
- Transition Management
- Continual Service Improvements
- Team Development & Leadership
- Contingency Planning
- Escalation Management
- Production Support
- Resource Management
- Software Development
- Network Engineering
- Database Management

Date of Birth: 23rd May 1981 | **Languages Known:** English, Hindi, and Gujarati | **Nationality:** Indian



PROFILE

Seasoned, result-oriented, highly analytical IT Professional with a stellar record of managing mission-critical projects from concept to completion with expertise in developing strategic plans for service excellence, budgeting, resource development and allocation, policy formation and adherence, technology evaluation, and solution deployment. Known for surpassing financial and service objectives via a combination of lean operation methods, top-notch delivery, and incentive-driven rewards for team achievement. Proven ability to make critical decisions during challenges, perform in highly visible positions, work under pressure to meet deadlines and eliminates project risks, and developing opportunities that further establish organizational goals. Right now looking for a position with an organization that offers a dynamic working environment and access to personal development opportunities.



CAREER HIGHLIGHTS

- Forward-focused Program Manager with insightful experience of more than 15 years in IT Services Management (ITSM) methods, processes & practices and working on cost-effective solutions to meet business requirements across 4 continents and 14 countries
- Have facilitated the mapping of business processes and transforming organizational practices with a focus on leveraging IT as a strategic tool and assessing the impact of IT-based interventions through regular audits
- Skilled in project planning, effort, design, scope, estimation, resource coordination and delivery as per specified timelines and Quality Control through ITIL Process Teams such as Incident, Problem, Change, Release & Deployment
- Comprehensive understanding in processing vision & design, making enhancement & transition strategy, defining technology architecture deliverables, and executing architecture delivery/resource plan & estimates
- Trusted IT Senior Executive recognized as a pivotal leader for long-horizons business assessments, integration support, and delivery of targeted technical improvements
- Expert at a leading team that collaborates with client team/vendor for migration of on-premise infrastructure and seamlessly consolidated all applications & processes to one standard way of working; a record of delivering projects with nil post-production critical defects.



PROFESSIONAL CERTIFICATIONS

- Microsoft® Certified Solutions Associate: Office 365 | 14-Nov-2018
- Cisco Certified Network Associate (CCNA | Code 200 -125) | 13-Nov-2018.
- Lean Six Sigma Green Belt | 9-Feb-2016
- Microsoft Specialist: Windows 7, Enterprise Desktop Support Technician | 1-Dec-2015
- ITIL 2011 Foundation Certificate in IT Service Management Certification | 24-Nov-2014
- PRINCE2 Foundation Certification | 12-Nov-2012
- ISEB Foundation Certificate in Business Analysis Certification | 01-Jun-2012
- Microsoft Certified Professional: Microsoft Certified Professional | 16-Apr-2012
- Microsoft® Certified Technology Specialist: Windows Server 2008 Network Infrastructure, Configuration | 2-Apr-2012.
- IBM Certified Associate System Administrator - Lotus Notes and Domino 8 Certification | 08-Jan-2011.
- ITIL V3 Foundation Certification (Discontinued from 31st Oct 2012) | 02-Oct-2009
- Exam 250-101: Symantec Security Certification - Symantec Small Business Security | 14-Sep-2007.

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WORK EXPERIENCE

TATA CONSULTANCY SERVICES LIMITED

11/2005- Present

ENTERPRISE RELEASE PROGRAM MANAGER (INDIA)

CLIENT: CISCO (LOCATED IN SAN JOSE, CALIFORNIA)

10/2020- Present

- Interacting with the project and functional teams to identify release requirements Managing threats and addressing disputes and problems.
- Apply specified risk reduction techniques and establish project contingency plans to ensure that the budget covers the negotiated risk response.
- Implemented and used release management tools that help teams to prepare, manage, and monitor the release schedule and tracked the progress of each release.
- Forward plan the release windows and cycles for the application stack, and Track an enterprise-wide release calendar.
- Implemented tracking mechanisms, integrating real-time data to automate and streamline procurement operations, offer greater access to customers, and shorten lead time.
- Coordinated build process to ensure that only required improvements were made in the lead cross-functional team to support each release project schedule.
- Assist the existing DevOps operations in the lighter-weight deployments by providing leverage as needed.
- Work with Development Engineers to understand impacts such as merge conflicts and CI test failures of code merged on managed branches.

PROGRAM MANAGER (INDIA)

CLIENT: MICROSOFT REDMOND, WASHINGTON

01/2020 - 09/2020

- Actively interacted with clients, colleagues, higher-level teams, and administrators, providing fault analysis, timely resolution, and status updates.
- Supervised the Trade Floor for customers in terms of IT Delivery & Support, which included Hardware and software infrastructure, Application Server, Network Administration, and Storage, Messaging, Mobility, and Video Conference.
- Effectively worked with all key client personnel & stakeholders to understand requirements and pain points, and brought solutions and options to improve workflow, process, and efficiency.
- Engaged in identifying stakeholders of the project and allocating team & starting with the kick-off meeting.

PROGRAM MANAGER (AUSTRALIA)

CLIENT: VANGUARD MELBOURNE, AUSTRALIA

04/2018 - 12/2019

- Actively interacted with clients, colleagues, higher-level teams, and administrators, providing fault analysis, timely resolution, and status updates.
- Supervised the Trade Floor for customers in terms of IT Delivery & Support, which included Hardware and software infrastructure, Application Server, Network Administration, and Storage, Messaging, Mobility, and Video Conference.
- Effectively worked with all key client personnel & stakeholders to understand requirements and pain points, and brought solutions and options to improve workflow, process, and efficiency.
- Engaged in identifying stakeholders of the project and allocating team & starting with the kick-off meeting.
- Have handled Incidents of Win 7/10, MS 2008 & 2012, AD, SCCM, MS Office 7/10/Office 365, Bloomberg, IPC Dealer board, ICE, CME, Trayport, networking concepts and configurations, LAN/WAN, Oracle, SQL, Market Data applications: Bloomberg, Blackrock, Reuters, etc.
- Engagement with application owners and development team to review planned changes that may impact application functionality or availability to from office users & Track outstanding issues and working with the appropriate group to achieve resolution of them.
- Ensure rapid response to user technical and functional issues for a wide range of trading applications across multiple business lines and asset classes.
- Provide advisory services to trading desk for functional use cases and configuration of Trading systems
- Proactive management of business critical real-time trading systems, identifying issues and potential problem areas.

IT SOLUTION ARCHITECTURE (UK)

CLIENT: VANGUARD FRANKFURT (GERMANY) LONDON (UK)

02/2018 - 03/2018

- Proposed strategic planning for a new office in Frankfurt, assisted the business with setting outcomes and metrics-based objectives and configuration of analytics resources to monitor the goals and adjust the strategy based on the metrics.
- Helped customers engineered, implemented, and troubleshoot solutions using cost-effective designs and following accepted guidelines for security, risk management, and compliance.
- Supervised the team according to the company's and client's policies & procedures and adhered to SLA for deliveries.

SENIOR IT PROJECT MANAGER (INDIA)

CLIENT: TATA CONSULTANCY SERVICES LIMITED, GANDHINAGAR, INDIA

06/2017 - 02/2018

- Facilitated new infrastructure procurement and set-up as per the project's requirements with design solution & capacity planning.
- Defined guidelines and proposed reforms to defined project management processes.
- Lead Architect of the Planning Team on ongoing projects, including the development of quality standards, the framework of change management, governance, and analysis.

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WORK EXPERIENCE (CONTINUE)

SENIOR IT PROJECT MANAGER (UK)

CLIENT: VANGUARD LONDON (UK)

06/2016 - 06/2017

- Anticipated, mitigated, identified, troubleshoot, and corrected hardware & software issues on workstations and escalated incidents.
- Managed implementation and deployment of the project. Follow-up results identified bottlenecks and suggested response steps to ensure the quality of service and project completion under time and budget constraints.
- Directed stakeholders management, coordinated with outsourcers, contractors, client executives, and their respective teams to secure software products & services.

SERVICE DELIVERY MANAGER (INDIA)

CLIENT: TATA CONSULTANCY SERVICES LIMITED, GANDHINAGAR, INDIA

07/2014 - 06/2016

- Adhered to departmental & company common procedures for ISO 9001 compliance.
- Minimized threat to both end-users and clients. Assisted the client in executing their IT plan by continuous improvement in accordance with the needs of the client's business.
- Built cordial relations with key customers in the most effective manner by allocating only the right resources based on criteria like business volume and sensitivity of the customer involved.

IT PROJECT MANAGER (UK)

CLIENT: VANGUARD, UK, EUROPE & USA

07/2009 - 07/2014

- Oversaw the IT strategy for the organization, developing and implementing the policies and goals for the IT department.
- Extensively worked with Delivery Team to identify and resolve technical issues and researches and recommend effective solutions.
- Led project execution, analysis of multiple technology solutions, and choosing best based on efficiency and cost-effectiveness
- Rendered support on areas of ITIL such as Incident / Problem / Asset / Change Management.
- Proactively organized presentations and workshops with the client in order to drive pricing & contractual negotiations.

TECHNICAL LEAD (INDIA)

CLIENT: TCS, GANDHINAGAR, INDIA

12/2008 - 07/2009

- Communicated with technical leads, IT groups, and stakeholders to understand the technical aspects, dependencies, and possible conflicts of the project.
- Helped the tier 2 & tier, 3 support groups, by implementing and administering corporate desktop standards like system backup, software licensing, hardware & software standards, security, asset acquisition & disposal, and system configuration.

BUSINESS ANALYST (SAUDI ARABIA)

CLIENT: SATORP AL KHOBAR, SAUDI ARABIA

11/2008 - 11/2008

- Successfully designed & implemented MS Exchange 2007 Organization, Cluster Continuous Replication for Exchange 2007, and Disaster Recovery & High Availability Setup for Exchange 2007.
- Accountable to deploy Mailbox, Hub Transport & Client Access Servers and administration of entire Exchange 2007 set-up.
- Oversaw the administration of VERITAS Netback for Exchange 2007 back & restore jobs.

SYSTEM ENGINEER - HELPDESK ANALYST (INDIA)

CLIENT: TCS GANDHINAGAR, INDIA

11/2005 - 10/2008

- Implemented, supported, and maintained all the IT services, including networking, security, email, and disaster recovery
- Interacted periodically with users from all global sites to analyze and address system bugs, workflow errors, authorization problems, etc.
- Functioned as Manager on-duty for providing desktop support during business hours to coordinate on Sev 1 & Sev 2 tickets.
- Looked after printers & scanners configuration (standalone/network) and technical troubleshooting.
- Ensured implementation of operating upgrades, patches & tools along with LAN login issue and profile related issue.

SELECTED CAREER BENCHMARKS

- Got recognized for Outstanding IT Services Delivery and Support from Vanguard Australia in 2019
- Bagged Spot Award from Vanguard Investments Group for prompt and exceptional IT resolution at Australia in 2019
- Acknowledged as the Best Service Delivery Owner based on the 360 Degree Feedback conducted
- Won the "Best People Manager" Award for the year 2015 in IT Infrastructure Team at TCS Ahmedabad
- Certified in Leader Readiness, Basic Blue program and Six Thinking Hats for Managers
- Holds the distinction of having formulated, wrote, and implemented new employee orientation manuals