**AMOL ANIL JADHAV**

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***Global IT Manager Senior Management Professional***

***MBA in International Business from Wales Bridge University, California, USA***

**Project Management / IT Infrastructure / Service Delivery / Compliance management / SDLC**

*Enterprising leader with a career history of successfully directing IT Infrastructure Management and steering initiatives geared towards implementing World Class Systems, lowering costs, improving IT operations, processes & controls*

**PROFILE SUMMARY**

* **Growth driver** with **16 years** of experience encompassing heading technology department, **Project Management, stakeholder’s management, IT Service Delivery, IT Infrastructure development & management, IT & Datacenter Operations, Compliance & Audit management, Solution design, IT managed services, SDLC management, managed services portfolio management. Servers & Network Administration, ITIL & ISO process management, Data Security & firewalls, Technical implementation & operations, migrations, Team management, AWS, Google & Azure Cloud, Client project management, Backup & DR, Budgeting, Asset management, Presales & UAT, Presentation & documentation.**
* Certified Scrum Master, Agile Project Integrator, Prince II register Practitioner, ITIL v3 Expert, ITIL v3 Foundation, ISO/IEC 20000, AWS Architect, trained on PMP, VMware, AWS partner trainings, Storage management and Cybercrime Protection, ISO 27001, GDPR, compliance, audit management, budget OPEX & CAPEX management,
* Implemented procedures for Datacenter Operations, AWS management, Azure & O365, Servers, SDLC, IT & Network Infrastructure Maintenance, Migration & Configuration to enhance organizational efficiency and productivity
* **Reduced** **annual IT budgets by US$ 150,000** by recommending Datacenter categorization and classification
* **Displayed paramount efforts in addressing critical challenges** alongwith expertise in concepts of end-to-end project planning & implementation from scope management, to activity sequencing, **effort & cost estimation and risk analysis to quality management. IT infrastructure services portfolio management, resources management**
* **A Strategic Planner**: Developed, initiated, and evaluated new policies; resourceful in ensuring enough human, financial, and technological resources are available to carry these Sales & pre-sales activities, lead generation
* Problem solver with a passion for technology, web & application management, skilled in grasping the big picture, conceptualizing, developing & implementing solutions and partnering closely with business leaders & stakeholders

**CORE COMPETENCIES**

**IT Infrastructure Management Project Execution & Management Compliance & Audit Management**

**Planning, Scheduling & Controlling Server/ System Administration Network & Storage Configuration**

**Pre-sales, Budgeting & Cost Control Technical Support/ Documentation Client Relationship Management**

**ORGANISATIONAL EXPERIENCE**

**Dec 19 – JAN 21 Global IT Manager with Application Software Technologies**

***Project Management***

* Working as a Global IT Manager and heading IT technology department managing overseas locations US, Canada & INDIA for entire IT infrastructure operations, development & management. Technical implementations & delivery of projects including scope definition, setting up timelines, analysing requirements, prioritizing tasks and identifying dependencies, handling all Tech-OPS & DevOPS technical operations, implementations, post support activities, leading & mentoring the team members for best practices & compliance, IT budgeting, project management activities with stakeholder’s management. Team mentoring for various project activities, managing scrum stand-ups, scope creep management, multiple client engagements for various developments. ISO 27001 compliance management & managing internal & external audit, Customer security compliance audit consulting, NetSuite integration, Open Air timesheet management
* Managed maintenance & configuration of data centre technologies, servers, network, storage, disaster recovery, revenue-based web applications, IT help desk, vendors, procurement, managing overseas IT teams, tendering, budget, auditing & bidding activities, entire organization vendor management. Reviewed project proposals involving mapping requirements of IT resources, capital & work force resources, thus ensuring cost effective execution and tracking as per schedule. Managing entire operations for Tier 2 SLA management.

***Infrastructure & Service Delivery Management***

* AWS & Oracle Cloud infrastructure design & assessment, Cloud readiness maturity assessment, Planning and assessment of cloud solutions/platforms, Application assessment and migration planning, Business case development, TCO comparisons and vendor evaluation Cloud Architecture: Develop cloud reference architecture, Define target state cloud architecture, Experience with private & public cloud architectures, pros/cons and migration considerations. Cloud Deployment, Cloud application development, integration and security, Experience in Configuration & migration, windows & Linux based servers such as Windows Servers family, Red-Hat, CentOS, Ubuntu Server, AD, SQL, Exchange, GP, and SharePoint Servers, SCOM, Production Hyper V Server’s & VMWare environment, Physical Servers, DEV & Stage, Production Test Environment Active Directory, DNS, DHCP, File & Database Servers, Service desk management & global support activities.
* Supervised remote deployment of various applications, network optimization, roll-out procedures, AWS & Google cloud implementations & migrations, ISO & ITIL framework enhancements; administered Data security, Antivirus Server, Websense Management & Firewall Troubleshooting. POC implementations & showcase technology advancements & benefits for the organization.

***Pre-sales, Budgeting, Vendor & Cost Management***

* Implemented procedures, problem & change management best practices; ensured network availability and maintenance of disaster recovery stance. Engaging in Sales & Pre-sales activities, lead generation, Client engagement & satisfaction
* Formulated operating budgets and managed overall operations for executing IT projects within cost & time, Enhanced the process operations optimising resource & capacity utilization; escalated productivity & operational efficiencies while curtailing costs & expenses. International & local vendors management
* Ensured high quality standards during all stages of project as per GDPR, ITIL & ISO standards

***Contract & Team Management***

* Administered tender related activities including organizing price offers, getting quotations, conducting comparative cost analysis of price offers from various vendors, and finalizing the project as per requirements
* Executed compilation of pre-bid queries (technical & commercial) and attended pre-bid conference
* Compiled bids for tenders; submitted pre-& post bid follow-up and obtained the contracts
* Coordinated with internal teams and peers to ensure effective utilization of resources across the teams
* Instituted evaluation of adequacy of operating processes and internal controls in the IT environment; recommended changes to controls, processes, and procedures to improve operational efficiency
* Ascertained process reengineering efforts across technology control organization for infrastructure control assessment processes through customization, maintenance, streamlining, automation and prioritization

**Highlights**

* Coached staff from trainee level to team leaders on areas such as delivery & operations management, process & change management, RCA & risk analysis. Pre & post-production testing, monitoring, roll back operations & documentation.
* Worked closely with senior management, PM and stakeholders during the Datacenter tier 2 infrastructure upgrade to technologies like Cloud, Azure, AWS migrations & SharePoint platforms, physical DC to cloud migrations
* Created standard processes on production Servers for group policy deployments & SOP’s as per ITIL & ISO standards.
* Managed multiple teams of 100+ personnel providing production support to Datacenter & technical operations, software development, Oracle DB development for 17000 users of production & development revenue-based applications.
* Ramped up incident Service Level Agreement (SLA) adherence from 70% to 98% through daily reviews; improved recovery times for complex incidents by mentoring SMEs; 95% were resolved same day (up from 5% over 1-2 months)

**PREVIOUS EXPERIENCE**

**Feb 19 – Nov’ 19 Freelancing – Senior Consultant with Net connect Global**

**May 18 – Dec 18 Innoplexus Consulting Services Pvt. Ltd. In Pune as a “HEAD-IT”**

**Feb’12 – Mar’18 Ministry of Works, Municipal Affairs and Urban Planning, Bahrain as a Project Manager**

**Dec’10 – May’11 Codewalla Software Development Pvt. Ltd., Pune as a System Admin.**

**Aug’09 – Feb’10 BOBST India Pvt. Ltd., Pune as IT Coordinator - Swiss Base Clients**

**Dec’08 – Jul’09 Winsoft Technologies India Pvt. Ltd., Pune as Technical Support Executive**

**Jan’08 – Nov’08 Impact Systems & Consultancy, Pune as Server Engineer for Tata Autocomp Systems Ltd.**

**Mar’06 – Mar’07 Akon Infotech, Pune as System Administrator**

**Nov’04 – Nov’05 ORG Informatics Ltd., Pune as Trainee Technical Support Engineer for Airtel teleservices**

**Mar’04 – May’04 Konark Micro Computers, Pune as Customer Tech Support Engineer**

**Sep’03 – Feb’04 Nexus Computers Pvt. Ltd., Pune as Resident Technical Support Engineer**

**Jun’01 – May’02 Orion Systems, Pune as Technical Assistant**

**Feb’98 – Mar’01 Prompt Computer Services, Pune as Trainee Hardware Engineer**

**ACADEMIC DETAILS**

* MBA in International Business from Wales Bridge University, California, USA with 3.58 GPA in 2014
* Bachelor’s in information technology from Asherton University, Texas, USA with 3.44 GPA in 2013
* Advanced Diploma in Computer Hardware & Networking from Jetking Institute, Pune in 2003
* Vocational diploma Electrical & Electronics Technology from Govt. Tech H.S. & Jr. College, Pune in 1999
* SSC from Maharashtra board from Shri Shivaji Maratha High School, Pune in 1998

**TECHNOLOGY SKILLS**

* **OS & Applications**
* MS Windows Server 2019, 2016, 2012 R2, Datacentre, 2012, 2008, 2003, NT, Storage Server, Red Hat Enterprise Linux, Centos, Debian, Ubuntu Server, Open SUSE, Fedora, Windows 10, 8.1, 8, 7, XP, Apple Macintosh, Hyper-V & VMware ESX, Cloud Computing Azure & Amazon EC2, Rackspace, Microsoft Bit locker Administration and Monitoring (MBAM), Microsoft Office 365 implementation & deployments, components integration, monitoring & management
* **Security Platforms**
* Fortinet, Wireless AP, SonicWALL Firewall, TMG 2010, ISA Server 2006, 2004, McAfee EPO Antivirus Server, Symantec Endpoint Protection Server, Websense to TMG integration, migration & management
* Sophos, MIMECAST, Kaspersky Antivirus Server, Squid Proxy Server & PFSense Firewall, products and security tools
* **Mailing, Web and Databases**
* Microsoft O365, Exchange Server 2019, 2016, 2013, 2010, SharePoint 2013, SharePoint Online, SQL Server 2019, 2014, 2012, 2008, 2005, MySQL
* PostgreSQL, IIs, System Centre 2007, System Centre 2012 R2, Apache Web Server, XAMP & WAMP
* **Networking Platforms & Helpdesk management**
* CISCO Networking, Routing & Switching, Implementation, Configuration and IP Telephony, LAN, WAN, Active Directory Services, DNS, DHCP, File Server, Terminal Services Server, NIS, NFS, SAMBA, LDAP, IIS, VLAN, VPN, Clustering, Web Servers installation, applications integration monitoring & management, JIRA helpdesk management
* **Cloud & Virtual Platforms**
* AWS, Microsoft Azure, Google Cloud, Private Cloud implementation, Web management & billing management
* VMware ESX, VCenter Server & Operation management, Implementation, Configuration, Troubleshooting & Support
* **Storage & Backup Platforms**
* Dell, HP, Net App & Iomega SAN, NAS, Tape Autoloader Drives, Windows Storage Server. IBM Tivoli, HP data protector. Backup & DR strategy, managing banking customers DR SLA, RPO & RTO
* Symantec Backup Exec Implementation, Storage Implementation, Configuration, Troubleshooting & Support
* **IT Governance, Compliance, Audit & Process Management**
* Jira, Confluence Implementation of ISO 9001-2000, ISO/IEC 20000.27001, ITIL Framework, ICT Process & Workflow
* Incident, Change and Problem Management, User Management, Open-source ticketing systems management

**CERTIFICATIONS & TRAININGS**

* **CSM - Certified Scrum Master, Agile Projects Integrator**
* **AWS Certified Solution Architect – Associate**
* **PRINCE 2 Registered Practitioner and Foundation, ITIL V3 Expert MALC, ITSO, ITSM, ITIL V3 Foundation**
* **ISO/IEC 20000 Foundation in IT Service Management, Compliance management**
* **MCSE – Server Infrastructure: Server 2012, SharePoint 2013, Data Platform, SQL Server 2012, BI**
* **MCSE – Azure & Private Cloud, MCSA – SQL Server 2012, MCTS – System Center Configuration Manager 2012**
* **RHCE – RHEL 5**
* **Trainings completed on PMP 5.3, AWS Cloud Practitioner Essentials Core services, Windows Business & Technical, AWS TCO and Cloud Economics Online, AWS Technical Professional, AWS Migration methodology process and tools, AWS Business Professional, Google cloud Platform, ISO 27001, GDPR, Exchange Server, Fortinet, Jira**

**PERSONAL DETAILS**

**Date of Birth:** 5th December, 1982

**Address:** 402, Sai Samarth, 20 Guruwar Peth, beside 12/15 Expo Agency, Shitaladevi Chowk, PUNE – 411042 INDIA

**Marital Status:** Married

**Languages known:** English, Hindi & Marathi