



BHAVESH RAMESH MAKWANA

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Enterprise Architect ~ Technical Executive ~ Solution Architect

Expertise in blending creative intellect / insight and sharp planning skills for managing business operations and meeting top / bottom-line objectives, targeting



Executive Profile

Offering over 21 years of experience

Technical expertise in leading efforts to architect, design, develop, and implement technology-enabled business and technical information solutions encompassing multiple specializations, platforms, and technologies

Steered efforts in aligning architecture to business strategy in order to deliver structured, efficient, sustainable and adaptable IT solutions in line with the business need

Experience in IT Infrastructure device provisioning and knowledge of Virtualization platformsviz Microsoft Hypervisors and VMware Servers &Enterprise Applications

Proven experience in Infrastructure Enterprise Architecture strategy definition, defining architecture principles and architectures in realizing organization business drivers and goals strategies

Expertise in managing life cycles of the Cloud Operations which include Pre Sales, Architecture & Quote Reviews, Provisioning, Customer Onboarding, Implementation Support, Go-Live Assurance, Upgrades and Migrations and Proactive Maintenance Strategy

Skilled with ITIL Framework, Change Management, Incident Management, Request Fulfillment, Problem Management

Capable in interfacing with C-Level Executives & Business leaders for evolving strategic vision; effective in developing, transitioning and customizing processes in line with specified guidelines

Led core Technical team with 60+ FTE; worked as SPOC for channel partners such as TYCO/JCI, British Telecom, BAM Group, Staralliance, Tech Mahindra

Expertise on monitoring tools like Service Now, Remedy, IPSOFT IPcenter, Nagios and organized demo sessions on AI & Cognitive, Automation, 1RPA and 1DESK

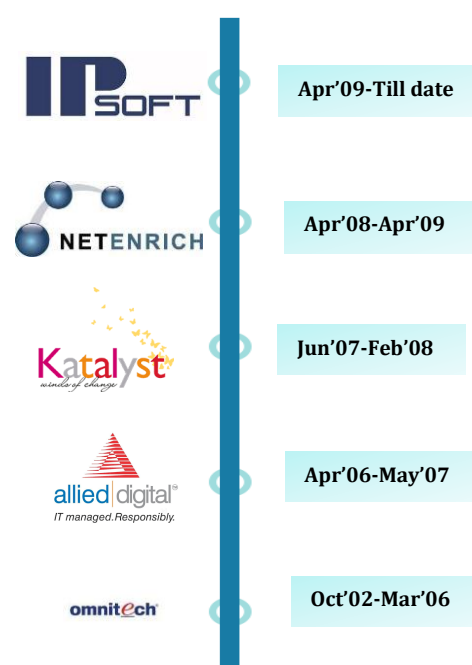
Licenses & Certifications

- Amelia | 1RPA | 1DESK
- TOGAF® 9.2 Certification Training
- ITIL V3 Foundation Certified
- AWS Certified Solution Architect-Associate
- Microsoft Azure Architect Technologies
- Security and Compliance Trained Professional
- Microsoft Enterprise Messaging Architect

Core Competencies

Strategic Planning
 Technical Architecture
 IT Governance & Roadmap
 Solution Architecture
 IT Project Management
 IT Infrastructure Management
 Alignment with Business and Strategy
 Cloud Design , Architect
 Automation design & delivery
 RPA design & Implementation
 Cognitive AI
 Scripting (PowerShell, VBS)
 Team Building & Leadership

Career Timeline



Key Skill Matrix

Management	Tech & Functional	
Executive Leadership & Strategy	Business Process Reengineering	Implementing Standards & Procedures
Business Relationship Management, Change Management	Budgeting & Cost optimization	ITIL, ITSM Governance
	Procurement, Contract/SLA Management	SOX & Security Management
Cross Functional Team Leadership	Project / Program Management	ERP, CRM Implementation
IT Org design, Talent Management	Local, Regional & Global Outsourcing	Application Portfolio Management
Digital Roadmap & Strategy	Policy & Governance, Licensing	Shared Service Models & Centres

Technical expertise areas (partial listing)

Mobility – Mobility Strategy, Business Applications, Enterprise Mobility Management (EMM), BYOD	Cloud – Private, Public, Hybrid, SAS, Virtualization tools, Contracting and Governance	Social – Social Media Strategy, Social Media enablement, Big Data and Social Analytics
Business Solutions – CRM, SFA, DMS, Customer Loyalty, E-Commerce, Digital Supply Chain, Manufacturing Automation	Collaboration - IP Telephony, Video Conferencing, Presence and Chat, LAN, WAN, Active Directory	Employee Productivity : SharePoint, MS-Exchange, Skype for business, Portals, Self Service
SAP ERP : SAP ECC PP, SD, Hana	Core Infra – Networks, Data Centre build, Business Continuity	SAP Tools : SAP BI, SAP BO

Enterprise Architect

- ✓ Partner with technology leaders of application development teams and other architects to evaluate and continuously improve development methodologies and tools
- ✓ Establishes and maintains effective working relationships with co-workers, supervisors and the business public
- ✓ Work with the Vendor management group to provide content and guidance for the engagement of strategic IT partners and vendors
- ✓ Monitor and identify performance trends and work with teams to improve processes and procedures
- ✓ Work with the enterprise architecture team and various technology and business stakeholders to establish and manage an enterprise architecture asset repository
- ✓ Attends and represents the enterprise at conferences, workshops, networking events with industry peers and solution providers
- ✓ Manages the development, design/architecture, installation, analysis, and on-going improvement of the information technology infrastructure for our clients
- ✓ Assist in the development of a governance framework to manage scope and justification for decisions and actions throughout the development lifecycle
- ✓ Assists with defining performance benchmarks and prioritizes solution performance improvements based on empirical tests
- ✓ Manage the list of potential standards and work with the application development management to prioritize efforts
- ✓ Work closely with project management and development teams to assist the planning and review of project schedules, project reviews and gap analysis
- ✓ Works with Data Integration developers to develop Data Integration Workflows and load processes
- ✓ Oversee staffing, including recruitment, supervision, scheduling, development and performance management. Work closely with 3rd party partners for support
- ✓ Establish key performance indicators and service level agreements for continually improving the performance of IT operations

Cloud Exposure

- ✓ Deep knowledge of cloud platforms and services
- ✓ Design and Configure Virtual Networks in Azure/AWS, Plan High Availability, Load Balancing and Implement High-level Security concepts
- ✓ Determine workload requirements and manage Compute resources using various cloud services, Auto Scaling and Fault Tolerance
- ✓ Performed cloud migration using native tools and third party tools.
- ✓ Monitor Resources and Log Analytics
- ✓ Design Backups, Business Continuity Strategy and Infrastructure strategy
- ✓ Use of ARM templates to deploy and build resources
- ✓ Design and Deploy AKS/EKS/GKS.
- ✓ Deployed/Maintain AWS Workspace service – around 1500+ VDIs are managed.
- ✓ Knowledge of DevOps tools and methodologies - release and build management, automation scripts and PowerShell
- ✓ Maintained Code repository for the team – Github and Bitbucket

- ✓ Deployed/Maintain AzureWindows Virtual Desktop service. I am the subscription owner.
- ✓ Deployed and built Stack by using System Center 2012/2016 products.
- ✓ Create/Manage VMs&Virtual Networks.Maintain/Deploy/Deploy & Configure WebApps
- ✓ Maintain Azure Storage, Implement Azure storage blobs and Azure files, manage access and Configure diagnostics, monitoring and analytics of Storage.
- ✓ Integrate an Azure Active Directory (Azure AD) with existing directories and add Custom Domains, Generating various reports.
- ✓ Identity Management,Okta,B2B and B2C implementation.
- Proficient with Enterprise server running on Windows& *nixplatform and/or prior versions concerning Active Directory, PowerShell, DNS, DHCP, F&P, Group Policy Management, IIS, Patching, Clustering and other compute related tasks
- Run SIP projects (Systematic Improvement Plan) and work with Delivery teams on Complex issues.
- Deploying, managing, and troubleshooting VMware vSphere ESX/ESXi, vCenter server; Design and Implement ESX Clusters, HA, DRS, vSwitches, Distributed Switches; Build out VMware infrastructure from the ground up, including vCenter, Storage and Server configurations; Upgrade Existing VMware environments to the latest versions;
- Worked on Migration and Upgradation projects related to Servers, Virtual Machines, IIS, vSphere, 0365 users etc.
- Design and Developed automations for Operational/L0/L1/L2 tasks. Develop and Maintain PowerShell scripts/ repos. Also created automations which can be Remediation automation, otherwise diagnostic automations. This resulted in reduction of mundane tasks and reduction in FTE.

As Technical Manager at IPSOFT:

- Provide **Operational leadership of key, high-profile, high revenue** customer accounts in US & EU regions. My direct team is supporting 40+ clients.
- Working as Engagement Manager for large clients such as Moody's, McKesson, Tyco and many other clients.
- Managing **day-to-day operational aspects, productivity** and customer engagement.
- Maintain Key Metrics of the team - **KPI's, SLA's, MTTR, Quality of Service(QoS)**
- Comprehensive knowledge of running **shared service operations and service management**.
- Developing offerings for **New initiatives/Automations/Solutions** and Responsible to stabilize the Operations, applications
- Liaising & coordinating with cross-functional and cross-geography teams to achieve strategic objectives
- Developing **Transition & Transformation** with key milestones in planning, executing, monitoring & controlling
- 300+ FTE's work successfully **transitioned** from multiple clients and on boarded in IPSoft platform across the years
- Cost Optimization, Asset Management, Auditing.
- Mentor Technical Team.
- Successfully completed Automation projects which helped realized many **FTE's efficiencies and savings**
- Assisted and Demonstrated in **Pre-sales meetings**. Held **Product Trainings** to prospective clients. Attended Microsoft and AWS seminars and workshops.
- Tracking client on-boarding as per SOW, and arranging KT for respective Tower Leads
- Support to pre-sales teams and participate in **Technical Customer presentations**.
- Running **Governance** meeting with Executive Leadership & Steering committee for BAUs
- Coordinating with the internal resources, vendors and ensuring the overall project execution is in sync with all the agreed criteria's and constraints
- **Collaborating** with multiple cross technology towers - R&D/Development/Transition/ Systems/Network departments
- **Hiring** Right-Talent

As Technical Architect (Systems, Cloud& Automation) at IPSOFT:

- Managed IT infrastructure operations of 15000+ servers spread across European Datacenters with 24*7 support
- Extended L1 to L4 level support in the IT infrastructure management projects
- Leading technical bridges, providing RCA for permanent fixes and creating standard documents to ease for training the team
- Solutions on Microsoft, VMware and Citrix products - Plan, design the work load migrations to Cloud
- Participation on new cloud solutions at the initial stage till on boarding, work on Cloud and Datacenter Infrastructure best practice implementations, assist Delivery and Transition teams during transition & Integration
- Work on new offering enablement (RACI, SOW, Catalogue etc.),
- Architect optimized solution for MS WVD and VDI Implementation and able to make necessary document and present to customer.

Highlights:

- Achieved 25% decrease in service-related incidents by increasing focus on the customer, and a zero tolerance for disruptions to service wherein secured renewal of key accounts
- Global Messaging Team; Managing & Maintaining global banking clients messaging infra with Level 4 Team
- Supervised & directed on Infrastructure resourcing alignment which includes Solution design , Scale Up or Out process
- Steered efforts in using IPsoft automation tools to reduce human efforts
- Successfully reduced operational expenses by 15 - 20% through execution of policy/procedure
- Spearheaded all phases of IT projects from needs analysis and requirements definition to vendor management, implementation, and training
- Acknowledged for understanding requirement and suggesting automations which reduced the efforts from operational staff
- Played a key role in creation, development and execution of a strategy for the group; working with sales and bid support to define new opportunities and proposals
- Leveraged skills in monitoring continuous reduction of service incidents (from over 400 severity 1 issues in 2018, to less than 100 in 2019)
- Strategic planner to shrink technologies gap across all domains

Organizational Experience

**Apr'09-Till date with IPSOFT Global Services, Bangalore as Technical Manager| Automation Solution Architect
Senior Window Management Engineer (2009-12)-Shift Lead (2012-14)-Technical Executive Manager (2014-Till Date)**

Key Result Areas:

- Overall responsible of IT for multiple accounts
- Working with business and technology teams to implement business processes, assess automation feasibility, prepare business cases, develop solutions, and monitor the roll out of these solutions
- Conducting architecture assessments and defining solutions for moderately complex problems
- Driving the strategic and tactical roll-out of RPA change management projects of existing processes as per new requirements using a structured change control process
- Designing, building, delivering and running the engagement's, platform's and/or product's required architecture (such as development, operations, execution, data, application); understanding strategic direction set by senior management and implementing methods and procedures set by management
- Understanding on:
 - DevOps code deployment tool: Jenkins, MS Library for SCVMM: VM Convertor, Automated code push: Project Planning Tool: Clarizen
 - UCS Blade servers. Managed UCS servers via Cisco UCS Manager. Applied Policy for VM provisioning
- Designed Automated process for Infra monitoring and Level 1,2 Infra and End user computing requirements to achieve FTE goal
- Delivering robust automation on Infra devices deployment process to ensure smooth and reliable operation for fulfilling business objectives and processes; monitoring Virtualized or cloud infrastructure performance and providing with scalable options with in problem areas as needed
- Defining and designing core ISO compliance strategy making sure all security parameters gets in precise place
- Security design for enterprise infrastructure for aligning scan engines in place
- Developed organizational structure on enterprise level to provide smooth federations across multiple platform or companies
- Designing and deploying DR sites on business crucial applications.
- Owning KEDB and providing future goal path , requirements , solution design changes in infrastructure to reduce Major Incidents and uplifting availability of Infra services
- Designing& deploying versatile Mitigation plan in terms of People, Process ,Technology and Business requirements
- Designing and ensuring that technology standards are followed and evolve over time
- Providing architecture Quality Assurance reviews for proposals and ongoing engagements
- Supporting the technology solutioning and estimating in proposals, planning and pricing
- Providing guidance, leadership and coaching towards effective planning and communication of business objectives to employees, ensuring staff understands the current environment and its boundaries as well as facilitating future changes
- Establishing healthy relations with internal & external stakeholders to provide support for various issues; keeping a closetrack of developments in the field of IT applications and updating top management about the same

Previous Experience

Netenrich Technologies, Hyderabad as Associate Windows Lead

Apr'08-Apr'09

Katalyst, Mumbai as System Administrator

Jun'07-Feb'08

Allied Digital Service and Zenith Infotech, Mumbai as System Administrator

Apr'06-May'07

Omnitech. Mumbai as System Administrator

Oct'02-Mar'06

Boston Computers (Shri Siddhivinayak Consultancy), Mumbai as Hardware Support Faculty

Jun'00-Aug'02

Boston Computers (Zen Infotech), Mumbai as Lab Assistance

Mar'99-Feb'00

Personal Details

Date of Birth: 27/10/1979**Languages Known:** English, Hindi, Gujrati & Marathi**Address:** Whitefield, Bangalore