



PROFILE

12+ years experienced Operations & Project Management Lead with a demonstrated history of working in IT and services industry. Skilled in Service Delivery, Technical Support, Requirements Analysis and ITIL Methodologies.

KEY SKILLS

Business Development Management



People Management



Project Management



IT Service Management



IT Change Management



Vendor Management



BHARAT VIKAS

Manager - IT

WORK EXPERIENCE

Job Offers Rescinded Due To COVID-19 Situation

February 2020 – Present Day

Eaton Technologies Pvt Ltd - Project and Change Manager (PROCoE)

January 2013 – December 2019

- Effectively managed relationship with client, business team, Biz IT organization, corporate team and other stakeholders.
- Ensured IT solution documentation always remains updated and validated.
- Drive Governance meetings with IT and business teams through regular reviews.
- Identified escalations, issues & risks proactively to ensure Zero Major Incidents with no impact to operational delivery.
- Monitored & evaluated performance metrics, monthly updates and project progress to all stakeholders and conduct compliance audits across to ensure 100% SOW compliance for all account(s).
- Liaise with the vendor team regularly to ensure knowledge sharing for existing products and capability building for new products, applications and regularly review vendor performance to ensure adherence to the defined scope of services and SLAs.
- Recently handled enterprise license management tool implementation (capex of \$1.5 million) across Eaton Corporation. Integration of flexnetmanager across hydraulics, aerospace and electrical businesses spanning over 150 plants and 60k+ engineers with Zero PML (production minutes lost).

KEY PERFORMANCE INDICATORS



Experience level: +12 years

Last Employer: Eaton India Pvt. Ltd

Previous Employers: Zamil Steel, Tech Mahindra (Formerly Satyam Technologies)

Profile/Cover Letter: IT Operations, Project Manager, ITSM Change Manager, IT Support Management, IT Infrastructure Management.

Skills/ Technical Hands On- Product Lifecycle Management – Enovia, MES Systems – PLM & SAP, License Management – Flexera, ETL – Informatica (Projects), NPD – Enovia and QlikView, Python (ML)

Experience –IT Service delivery, AWS, Datacenter operations, ITIL, Server Maintenance, Release management, IT Ops

Operating platforms – Unix, Linux, Windows Server

Database – MySQL, Oracle, Data Vault

Tools - Remedy, CA PPM, HP Service Now

Monitoring tools- QlikView, Clarity PPM.

CONTACT



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Pune, India

WORK EXPERIENCE

Zamil Steel India Pvt Ltd - Lead IT Operations

January 2010 – August 2012

- Deployment of Production Monitoring Tool integrated through SUCHI ERP system.
- Development of Production Planning module in SUCHI for controlling the dispatch activities as per Production committed schedule.
- Analysis of 'Reduction in processing time' to reduce the total cycle time and Real time monitoring of all modules, integrations and migrations.
- Active participant in effective implementation of ISO 9001-2008, EMS & OHSAS in the company.
- Analyzed & highlighted the technical problem in modules (Production Planning, Material Management, Quality Management) to the top management.
- Worked on NPD (New Product Development) projects using SAP XMII dashboards.
- Assisted in MES integration project for the shop-floor - (CNC machine and Auto- Welding Machine with PP module of SAP)

Tech Mahindra Software Engineer

July 2007 – August 2009

- Extensive code creation and modification in the Java/J2EE based architecture.
- Creating TCL scripts and running MQL queries.
- Providing 24/5 support to the Client, by tracking the incident requests
- Checking the Status for the progress of support requests in Bug Tracking tool “Mantis”
- Testing of the application and creating test cases for bug fixing and evolutions (customization)
- Applications: Enovia V6 2009x

EDUCATION

MS Ramaiah Institute of Technology (VTU)

June 2003 – July 2007

Bachelor of Engineering – Electronics and Instrumentation

ADDRESS

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