Kiran kumar IT Infrastructure Manager

Led the IT personnel in the analysis, design, and implementation of systems and networks while ensuring that all IT infrastructures meet all requirements and the highest quality standards.

✉ kiran241212@gmail.com   📱 91 9908804372

in https:// www.linkedin.com/in/kiran-shindhe

Profile Summary

- **Microsoft Certified Technology Specialist** with **15 years** of experience in **IT Operations, Systems Administration, IT Infrastructure Support, Data Center, Team Management & Leadership**
- **Architected** the company's **development infrastructure utilizing cloud computing** resulting in future savings and **achieving a more scalable solution** to meet future business needs
- **SPOC for Hosted and NON- Hosted Technology and ISO 13131 ISO27001:2013 Lead Internal Auditor/External Auditee for the Information Technology**
- **Envisioned and implemented the technical roadmap**, led all aspects of **technology regards to Call Center and IT Infra**
- **Worked with a diverse set of stakeholders** [Business Units, Trading Partners, Functional Groups, Consultants, Vendors, External Agencies (Software/Hardware Suppliers)] on matters relating to systems **for establishing, implementing & improving infrastructure solutions**
- **Ensured Service Level Agreement (SLA) adherence**, established a **24X7 handover mechanism**, mandatory es**calation metric and delivery support** based on **ITIL methodologies**
- Led **several initiatives** like **service recovery, excellence, transitions, integration** and value addition programs that resulted in better prospects for business and clients
- Defined **ITIL based Change & Release Management** which improved the capability of the team to take on and deploy work with repeatable success; skilled in **extending high-end technical support** on various IT Infrastructure Services and **ensuring high customer satisfaction**
- **A keen strategist, planner and implementer** with expertise in devising strategies aimed at enhancing overall organizational growth, sustained profitability and operational efficiency

Core Competencies

IT Infrastructure Management

IT Service Management / Shared Services

Cloud Infrastructure Management

Data Center Operations

Contact Center & SLA Management

IT Transformation & Migrations

VMware Implementation

Server Virtualization Concepts

Server/System/Network Administration

ITIL Service Management Certified

ISO27001:2013 Network Secuirty Management

Career Timeline

S.No	Company Name	Designation	Duration	location
1	HealthNet Global ltd	Manager-IT Infra	12 Months	Hyderabad
2	Teletext India Ltd	Tech.Lead/Manager	3.9 Year	Hyderabad/Visakhapatnam
3	Music Broadcast	Studio Manager	1.5 Years	Hyderabad
4	Magus Customer Dialog	Asst.Manager	8 Years	Bangalore/Hyderabad

Technical Skills

- AWS,Office 365, VMware, Windows Server, Linux Server, SAN / NAS Storage, Cisco, Fort iGATE, Sophos, VoIP, Active Directory, Database, Network, VPN, MPLS, ITIL | PCI-DSS | Kaspersky Advance Endpoint Security
- Certified- ITIL ,Windows Server
- Contact Center & Call Center Experience, C-Zentix, Ameyo, Dhristi , Avaya & Syntec
  Certified- ISO 13131 ,27001:2013- Internal Auditor & External Auditee for IT Infra & Network Security
  ISMS, Network Security, Policy, Procedure, Documents & Trackers, IT SOP, ISMS Manual & Documents
  Risk Assesment,VAPT- Internal and External, SOA

Work Experience

Since Oct'21: HealthNet Global Ltd, Hyderabad
Growth Path:
- Senior Administrator/Technical lead
  Asst.Manager IT Infrastructure
  Manager (IT Infra)

Key Result Areas:
- **Engaged across IT and the business** to take ownership for **developing technology / product roadmaps** and the **technology catalogue**
  Developing, refining, publishing, and socializing **patterns**, **policies**, **guidelines**, and **technology standards**
- **Guiding a team of 15 IT Engineers** across multiple locations, mentoring and **developing team skills by imparting various programs**
  Architecting the **expansion of virtual server environment**, increasing application performance across the enterprise
- Planning & **executing strategic implementation plans** and **upgrading paths for migration** of legacy core systems
- **Leading multiple internal and vendor teams**, managing **deliverables and outcomes** through multiple managed service providers
- Managing **large scale infrastructure refreshes**, consolidating and modernizing **technology footprint, cloud integration and migration**, and **network traffic/capacity optimization**
  Establishing **security policies and procedures**, encompassing redesign of the network infrastructure
  Designing & managing **AWS Cloud Network connectivity for multiple office locations** with AWS VPC, Direct Connect, and IP-Sec VPNs

Key Highlights:
  Migrated:
- o **All legacy email systems** Inhouse **to Office 365 platform** with integration
- o **Core applications** like CRM, Booking System and Customer Service to Azure Cloud Platform
  Legacy ticketing system to Helpdesk Service & Hardware inventory Utility for the support systems
  Implemented:
  o **Single Sign-On** for most applications and tools used in the organization

  o **Asterix based Hosted VoIP system & Contact Center** for internal and customer communication
  o **Hosted Applications to the End-users** to answer customer's Frequently Asked Questions

April 2018-Oct 21: Teletext India Pvt. Ltd. as Technical Lead(Hyderabad)/ Manager(Visakhapatnam)

Highlights:
- Led **IT Infrastructure** by facilitating **server builds** and **network configurations**, including migration to a VMware virtual environment
- Implemented new project from starting plan, propose, procure and deployment of VMware virtualization
  Managed:
  o **VSphere**, **VCenter** and **SAN storage** on HP Rack servers
  o **Active Directory**, **Group Policies** & Sites
  o **LAN**, **WAN** and **Wireless Networks**
  o **FortiGate Firewall**, **IPSec VPNs** and **SSL VPNs**

- Performed **P2V**, **Host profiles**, **VMotion** and **VLANs**
- **Designed**, **configured** and **installed Ruckus** wireless network at remote offices
- Administered **vendors**, **contract negotiations**, **asset management** for all hardware, software and equipment
- Designed, specified, configured, installed, deployed & maintained **local area network hardware**, **software** and **telecommunication services**
- Identified and **resolved technical, operational, risk management, and organizational challenges**

- Performed **system monitoring, analysis**, and **performance tuning**
- **Built & implemented software standards** for Servers, Operating Systems, and End-user Workstations

June'16-Aug'17: Music Broadcast Pvt Ltd. as Studio Manager –IT Infrastructure

Highlights:
- Maintained a **multi-state** and **multi-site environment**; network infrastructure support, maintenance and upgrades
- **Managed:**
  - **LAN**, **WAN** and **Wi-Fi networks**; IPSec VPN, SSL VPN and Global MPLS for Voice
  - **Microsoft PC/Server** technologies, **Active Directory**, **DNS** and **DHCP** services
  - **Studio** infrastructure **Host profiles**, Audio Codecs, RCS, **SAN Storage**, **Fiber Switches**, **Snapshots**, **VLANs**, **Data store**, and **High Availability**
  - **Maintaince and Monnitoring of Transmitters, Radio Equipment, Procurment, Vendor Management..etc**
  - **Cyberoam Firewall**, policies, web access control and Symantec end-point security
  - **Secure FTP servers**, **Active Directory**, Group Policies for system hardening and security
- Administered **regular backups** and restored on premise & cloud backups
- **Troubleshot & maintained all networking devices and infrastructure** across the enterprise including switches, routers and firewall
- **Diagnosed system hardware** and **software problems** using advanced root-cause analysis

Previous Experience

April'18-Oct'21:Teletext Pvt. Ltd. Tech.Lead/Manager(NOC-Hyd &Vizag) Jun'16-Aug'17: Music Broadcast Pvt ltd Studio Manager – IT Infra

March'08- June'16: Magus Customer Dialog Pvt ltd as Asst.Manager IT (NOC)

Education

- **2012: B.com** from Jyotividyapeeth University
Diploma in Computer Applications

Certifications

- **ITIL-IT Service Management- CertifiedGR750358255SK**
- **ISO 13131- Health informatics Audit**

Personal Details

Date of Birth: 08th November 1979
Languages Known: English, Hindi, Telugu ,Kannada & Marati
Address: Old Bowenpally,Secunderabad, Telangana, India