CURRICULUM VITAE

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**Objectives**: To be focused, dedicated, and result oriented thereby growing professionally for constant Improvement in deliverables.

**Executive Summary: -**

* Overall above seventeen years of experience. Sixteen years’ experience in IT- infrastructure.
* Managed Banking, Contact center, insurance, retail, energy, software, and manufacturing clients in IMS space. RIM, Shared and Off-shore delivery and Project Management models.
* Managed domestic and international clients in IT-Infrastructure technology. Transition. Costing.
* Building relationship with clients. Legacy, virtual and cloud- IT service. Continuous improvement.
* **Professional Certifications: PRINCE2 Practitioner and Foundation certified. ITIL V3 Foundation certified and EXIN CLOUD computing Foundation certified. ISO Auditor. Microsoft Azure Fundamentals certified.** **PMP trained.**

**Key Skills:**

* Communication skills – ability to communicate with people at all levels of the organization and present key findings to senior level both internally and externally. Value Management.TCO.
* Strategic vision – significant experience in delivering and maintaining IT-strategies to fulfill business requirements. Creating IT-Road map and vision. Capacity Management. Due diligence.
* Team management and leadership skills-Leading, motivating, mentoring, and monitoring the performance of junior managers. Managed span of control above 100(FTE's and subcon).
* Customer focus- Understanding customer requirements and delivering fit for purpose solution.
* Technical skills: Server, Network, communication, virtualization and data center. Mobile device Management. Contact center technologies. VOIP, NAS, SAN, Connectwise tool, AppDynamics, PRTG.Trend Micro-Deep security, Software define Wan and Airwatch-MDM. SCCM, SCOM and Database. SAP S/4 HANA (technical infra). Vulnerability assessment.
* DevOps and Cloud: Strong understanding about DevOps culture, standards i.e. (CI/CD, IaC, Orchestration, microservices and monitoring, etc.) and tools i.e. (Jenkins, Ansible, Docker, Kubernetes, etc.). Deep understanding of Cloud Computing IaaS, PaaS, SaaS, FaaS, public cloud, private cloud. Amazon web services products i.e. EC2, VPC, RDS, IAM, CloudWatch, Lambda, Advisor and S3. Microsoft Azure Products i.e. compute, AD, RBAC, MFA, Auto scaling, intelligence packs and Analytics.
* Good understanding of Digital technologies i.e. Internet of things (IoT) and Artificial intelligence (AI). Good knowledge of BI, Google Analytics and Tableau. BMC Automation products.
* Project Management Methodologies and tools: Waterfall methodology. Agile methodology. PMI.

**Employment Scan:**

**FUJITSU Consulting India Pvt. Ltd. Pune 18-April’2019-10 Sept’2020**

**Role: Service Delivery Manager (Offshore)**

**Project: Primark- Ireland**

* Overseeing the Off-shore support service operations of Oracle Retail programme consists of Oracle Databases, Automic (UC4) batch scheduler monitoring, Unix and Wintel (VMware) in 24/7 environment for Primark. Remote infrastructure services on resource augmentation model.
* Responsible for GDC Project revenue, forecast, contract Margins, CSAT and Account Mining.
* Client interface on projects. Stakeholder management. Responsible for service delivery excellence and Service quality.
* Monthly service review with customer. Responsible for project quality assurance as per Fujitsu quality management standards i.e. Risk, issue, review and early warning system management.
* People management activities i.e. Training plans, rotations, work delegations and Resource Fulfillment etc. Leading virtual technical teams.

**Project: ING Bank-Netherlands**

**Role: Service Delivery Manager(Offshore)**

* Overseeing the Digital Transformation Workplace offerings on Virtual Desktop Infrastructure-Citrix Xendesktop and VMware platform for International Netherlands group (ING Bank) across Europe, Asia and America. Offshore Delivery Model on time and material model.
* Workplace FMO VDIasS consists of Hosted shared Desktop, Persistent and Non-persistent

Machines on enterprise grade DC infrastructure across Globe. Remote infrastructure Services from ODC. Stakeholder Management. Overseeing digital workplace migration Projects on Agile.

* Work closely with Solution architects, engineers, stakeholders to deliver Virtual infrastructure solutions. Managed global migrations.
* Coordination with Cross-functional teams and other domains i.e., Appsense, App-V, Build, software package and SCCM. Weekly and Daily stand ups.
* Building relationship with customer.

**Sunfire technologies Pvt. ltd Pune 17-Sept’2018-18-Jan’2019**

**Role: Project Manager**

* Overseeing end-to-end project life cycle for implementation projects on Virtualization, Trend Micro, Software define Wan, Storage, Commvault, etc., platforms for external engagements.
* Participation in Project kickoff meetings, creating project schedules, plans and budgets.
* Monitoring project progress, tracking issues, milestones and publishing project status reports with stakeholders. OEM coordination. Risk Management. Customer facing role.
* Managing technical team members consists of technical account managers, solution architects and implementation engineers.
* Oversee service delivery Management for external engagements on IT-traditional and Enterprise mobility- Airwatch platform. Monthly MIS reviews. Building relationship with customer.

**TechMahindra Ltd. Pune 18-May’2018-30-Aug’2018**

**Role: Project Lead**

* Lead the American Telephone and Telegraph (AT&T) Fusion service transition for Commonwealth of Kentucky client (United States) from Infosys-India to TechMahindra-India for offshore Network services (voice, data, 3PT services, etc.) on Fixed Price model. Customer facing role. Offshore Service delivery model.
* Facilitate incoming service requests from AT&T’s Customer.
* Oversee the execution of project schedule that involve the development and installation of solutions. Stakeholder Management.
* Present weekly and monthly status report using the AT&T business center tool to American Telephone and Telegraph (AT&T) for Commonwealth of Kentucky client services.
* Play a key support role in project deliverables. Escalation Management. Project Governance.

**Remote software solutions Pvt. Ltd** GOA  **Oct’16- 25-Feb’18.**

**Role: Service delivery Manager-IT Infrastructure. (Offshore)**

* Oversees the delivery of services or service technology to a company's clients or customers and internal-IT setup at GOA and United Kingdom. Remote infrastructure support model.
* Ensuring that the technical delivery of all IT Infrastructure services (Network, Server, VMware, Service desk, etc.) meets scope and service level requirements. Facing IS external Audits.
* Heading IT-infra department consists of MS O365 SaaS cloud services, OneDrive, Data center, Amazon EC2 instances, SharePoint online etc., Team foundation server.
* People Management and appraisal reviews. Budget Preparation. Risk Management and Mitigation plan. Liaise with business lines and functions (Software and HR) on training, recruitment, and system requirements for projects. Issue Management. Supplier Management.
* Participation in weekly standups and senior management review meetings. To follow and ensure adherence by all to the company ISO9001 quality procedures, IMS and information security.
* Managing offshore service delivery for Charles Street IT-infra and their customers. Relationship management with stakeholders. Technical directions to ground team. MIS.BCP.GDPR kickoff.
* Overall IT-strategy of organization. Involvement in planning and implementation. Efforts tracking. Driving the due diligence, structuring, and contract review of new acquisitions i.e. ATB Ltd and Anglia IT Solutions at United Kingdom in IT-infrastructure. Preparation of due diligence report for investment Committee. Proposal preparation. Interview panelist members.

**Enhanced software solutions Pvt. Ltd. Mumbai 1-Dec'15 30-June'16**

**Role: Senior Project Manager**

* Ensure projects are delivered on time, within budget and meet customer expectations. BMC Remedy/Automation products implementation and infrastructure projects. Automation tool.
* Track milestones, Key deliverables, high level tasks, Go-Live and adjust project plans, budget requests and/or resources to meet the needs of customers. UAT testing and acceptance.
* Responsible for developing and reviewing/validating multiple project schedules and approving plans. Interlock with technical account manager for resources, understand scope and activities.
* Communicate/publish project status reports to project team, stakeholder’s leadership and Program Managers associated with other projects. Escalation and issue management.
* Accountable for project delivery including meeting time, budget, scope and quality standards and customer expectations.
* Adherence to Project management best practices and documents (Charter, WBS, staffing plan, effective communication plan etc.) laid down across organization. Lead Project meetings.
* Creates and maintains relationships with stakeholders and team members to achieve mutual goals. Billing calendar tracking.

**Network Solutions Pvt. ltd (An IBM Company) Pune 02-Jan’08 –15 Oct'2015**

**Role: - Associate Manager-Projects**

* Manage and monitor budgets, resources and schedules. Managing multiple domestic billable Managed -IT end to end engagements. Stakeholder analysis.
* Maintain regular contact with clients. Managing FTE and sub-contractor resources. Task delegation. Billing calendar adherence. Managed SLA, XLA and TM delivery models.
* Meeting the client to develop strong business relationship. Managed Virtualization (Green technology) P2V changes project. Engage and manage technical resources to deliver plan.
* Involvement in new project from Engagement (IPKO, EPKO and EHO) transition phase to delivery. Works with management team on proposal, costing and contingency.
* Excel at communicating with stakeholders to provide accurate reporting and information. Yearly appraisal for junior managers as per fund proportion and result.
* To conduct presentations and discussions with senior management at Customer side. To ensure that customer complaints are resolved by taking corrective actions. Customer satisfaction.
* To work closely with the internal, external, and cross team e.g. Sales and Operations team, business Partners for resourcing and PMO. Efforts and billing tracking. Service Management.
* Customer Relationship, Account and Cost-effective solutions, Service Delivery, Account Gross Profitability. Revenue enhancement.AR tracking. Adherence to internal key compliance process and quality assurance project audits. Traffic light Dashboard.

**Achievements:** Honour for five years of dedicated services.

**Wipro infotech Limited 11 Oct 05 – 15-Dec-07**

**Role:** Service delivery in charge-(IT-Infrastructure)

* Managing a virtual team of FMS Engineers (Including the FMS vendor engineers and direct employees) for multiple accounts of different domains to fulfill all requirements.
* SLA compliance and Management. OLA tracking. Create deploy quality plan and drive productivity. Monitor service delivery to assure service levels are being met.
* Resources planning. Ensuring adequate FMS staffing level on-site always.
* Motivate and build teams. Identifying and analyzing Team strength and issues. Team reviews. Quality and ITSM processes adherence by the team.
* Meet customer expectations and maintain in depth relationship with client.
* Work closely with the assigned project to setup network, telecom, servers, and desktop implementation plan for timely delivery of business.
* Understanding client requirements and providing cost-effective solutions

**Project: -** EXL Service Pune (**25 Oct 06 – 12 July 07**) Pune

**Role:** - Shift Manager (IT-Infrastructure)

**Responsibilities**: -

* Managing the Team of FMS Engineers and help desk (Including the FMS Vendor engineers and direct employees) of different domains to fulfill all requirements.
* To ensure the Technology service delivery in traditional IT-environment committed to client is meet the defined service level agreement in24\*7 operations. Coordination with international clients, Bank of America and Indymac (US-Offshore). Event Management.
* Helping the Team to achieve theirobjectives and sharing the Technical Knowledge within Team Mates. Escalation Handling, tracking of high severity calls and client Interaction. Coordination with international clients. Crisis Management.
* Improving the quality of service delivery and Establish escalation paths, work with connection and development pillar to implement a communication plan.
* Assigning task to the Engineers and drive the Team to complete the Task in timely and efficiently manner. Defining the ITIL standards.

**Project: -** Bharti cellular ltd.- Pune (**2 May 06 – 24 Oct 06) Role:** -Senior Network Support.

**Responsibilities**: -

* Monitoring and Administration of Nortel Media processing server (100 series) and Nortel Meridian (11C). Installation of Symposium server and client.
* Handling Escalations and raising the cases with Nortel and close all technical issues. Providing level-2 support. Uploading of applications on MPS server.
* Administration of Database and Auto-Dialer servers. Configuration of PRI, CD

**Project: -** Adventity BPO pvt ltd-Mumbai (**11 Oct 05 – 1 May 06)**

**Role:** - Senior Network Support.

**Responsibilities: -**

* Installation, Troubleshooting and Provisioning of IPLC, voice networking, voice transport, 4PE1, 4PDS1 and 8PV.35 on Nortel Passport 7480 Multiplexer at both ends (India and US)
* Proactive monitoring of network devices. Bandwidth Management and performance. Evaluation. Vendor Management and leading a team. Change and Audit Management.
* Liaising with domestic and international telecom providers such as VSNL, TTML, BHARATI (Carriers), SINGTEL, MCI and NOVATEL for link, Mux (STM) escalations and issues.
* External client meetings and Dialer Management. Troubleshooting agent span, pacing and T1 related issues. Configuration VLAN on passport 8600 and Baystack 420/24.

**Achievements**: Delivered services as per client expectations**.**

**Technology Executive GTL Limited. (Pune) 27 May 04 – Oct 2005 Responsibilities**:

* Maintenance of IPLC, NLD and E1 links. Liaising with service providers such as VSNL, TTML, MCI, XMATI and CW for link and Mux (STM) escalations. Monitoring and Managing network through MRTG.Maintaining data center service.
* Installation, Troubleshooting and Provisioning of IPLC, voice networking, voice transport, 4PE1, VNCS and 8PV.35 on Nortel Passport 7480 at both ends (India and UK). Administration and Maintenance of Nortel Merdian (81C, 11C)
* Administration and Maintenance of Verint (voice logger-9.3, 9.2 ver) on windows 2000 platform. Implementation, integrations & deployment of any new equipment in the telecom network. Server and backup Administration. NOC and change management.
* Troubleshooting networks (voice, data) and Dialer concerto (E-pro 5.2) problems related to telecom interfaces (CTI, outbound Agent span and audio). Providing Level-2 support. Designing of Business continuity plans. Coordination with international telecom carriers.
* Team Management and measuring SLA with telecom service provider.

**Network Engineer Magnum Networks Pvt. ltd (Mumbai) 1 July 03 – May 04**

Resident Network Engineer providing on-site technical support to client **E-serve international (a member of Citi group) Ltd.** Responsibilities includes: -

* Managing team of engineers in 24\*7 shift operations and call center infrastructure.
* Configuration, monitoring and troubleshooting of Cisco 3600 router, 4006 switch and RAD modems. Coordination with international client Citigroup (US-Offshore). OEM coordination.
* Installation and Configuration of new IPLC / T1 links at both ends (India and US) on DTX-600 Multiplexer provided by ECI Telecom, Israel.Mointoring IPLC and T1 links through (XMS) propertier Monitoring tool of ECI Telecom. Attended Audits. Disaster recovery drill.
* Development of process and procedures.1st level support for Avaya and Nice logger.

**System Engineer Hughes Direcway (A division of HECL ltd) Pune 1st May 01 – July 03.**

**Responsibilities**:

* Maintaining and managing the entire network setup, which includes the integration of the WAN, equipment's, Compaq desktop machines, D - Link switches and LAN, which primarily runs on the win 2k/98 platform. OS installation, patches update and LAN networking. LAN and wan design.
* Configuration and Maintaining Hughes satellites modem using V-Sat, C and ku-band communication link for WAN Connectivity. System and server administration.
* Support or various applications running on windows and coordinating with local vendors. Trouble shooting V-Sat problems. Maintaining maximum up time.

**4.** Worked in **Pune Techtrol Pvt. Ltd.** From 2 Apr.1999 to 02 Feb 2000

As a Trainee Engineer

**Projects Credited and Assignments:**

* Managed IT-Service management engagement on traditional-IT, Airwatch, etc. environment.
* Delivered Projects in Citrix, VMware, TrendMicro, SD-Wan software, Data center in customer environment. Managed all phases of Project life cycle.
* Involved in Installation and configuration of E1 and T1 on DTX-600 ECI Mux at both ends (India and US) at E-serve international ltd (Mumbai).
* Design and configured Voice transport circuits, added users on Nortel 7480 at both ends (India and UK) at GTL Ltd. Pune
* Citrix Product technical implementation and migration of 2000 heavy and light users’ base to virtualized environment completed **successfully**. Tracking project plans and execution.
* Deployment of zero and thin client and application. Virtualization in XenApp and Hyper-V platform in high availability mode in HSD and VDI environment.
* O365 Federation. Migration of Exchange mail boxes to cloud. EC2 instance creation.
* Managed Windows platform migration (Win7 to Win10) and VDI HSD 2016 MVP upgrades.
* Familiarity with SAP S/4 HANA (Compute, Scalability, performance, etc.) technical infra and modules/Applications. Delivering and overseeing SAP based project.

**Courses and Achievements: -**

* Attended the External workshop on Data Center Virtualization with VMware vSphere at VCloudXPERTS Center Pune.
* PRINCE2 Foundation 35Hours professional development units (PDUs).
* PRINCE2 Foundation and Practitioner classroom boot camp session.
* PMP trained. 35 Hours PMP classroom training.
* Internal IBM Project management foundation level education and certification.
* AWS L-1 certification at TechMahindra Ltd.
* Data Protection and privacy certification at TechMahindra Ltd.
* Digital project Manager Certification at TechMahindra Ltd.
* AWS training certification- AWS cloud Practitioner and Solution architecture.

**Professional Qualifications: -**

* Diploma in Electronics and Radio Engineering (D.E.R.E) from Cusrow Wadia Institute of Technology, Pune in 1998.

**Academic Qualification:** -

* XII Class from J & K in May 1995.
* X class from J & K in May 1993.

**Personal Profile: -**

Date of Birth : 5th of Jan 1977.

Nationality : Indian

Passport No. : K1798504

Gender : Male

Languages known : English,Hindi,Kashmiri,marathi and punjabi.

Foreign Language : French(Basic Level)

Area of interest : Trekking and listening soft songs.