**SANDIP JADHAV**

IT professional with 11+ years of industry experience in IT Project & Infrastructure management, risk & compliance & service management.

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Location: Pune, India.

**Summary**

IT professional with 10+ years of industry experience in IT management focusing on IT Infrastructure solutions, IT risk & compliance, IT service management and managed services industries.

* Managing project schedule - including schedules, project milestones, metrics, work plans, resources, communication plans, issue resolution plans, and status reports.
* Responsible for aligning IT Operations to business goals, understand user/client requirements and priorities, focus on future business needs after regular inputs from users.
* Responsible for overall service delivery of IT Infrastructure. Delivered expertise in the areas of Azure and AWS Cloud Infrastructure, Virtualization, Active Directory, Monitoring, Disaster recovery, Information security and production support.
* Listen, communicate effectively, clearly, and collaborate with many people inside and outside of client on implementation projects.
* Ability to perform under high pressure and against targets/deadlines.
* Projects include new IT Infrastructure setup for Call Center business units like NOC (Network Operation Center), Service Desk, Supply Chain, WFG (GCC), MFA (Multi-Factor Authentication), Win OS migration/Up-gradation, Application testing, MTTR (Mean Time To repair) etc.

**Achievements:**

* Successfully completion of Inter Office infrastructure migration project (from Bangalore to Hyderabad location).
* Successfully completion end to end projects for Win OS migration/Up-gradation for 13000+ systems, MTTR, MFA (Multi-Factor Authentication), etc.
* Achieving 100% SLA for more than 11 months (From Jan’20 onward).

**Professional Experience:**

**Vodafone India Services Pvt Ltd.**

**(CMS IT Services Pvt Ltd)**

**IT Operation Manager**  **Jan 2018 – Present**

**Job Profile:**

* Responsible for strategic and tactical planning, as well as technology evaluation, and ensuring availability of all IT related systems. Delivering and operating technology solutions for business
* Responsible for overall service delivery of IT Infrastructure towers. Delivered expertise in the areas of Azure and AWS Cloud Infrastructure, Virtualization, Active Directory, Monitoring, Disaster recovery, Information security and production support.
* Managing End to End IT Infrastructure projects like Win OS Build update/upgradation, New OS build testing, Compliance activities, Win OS patch management.
* Established service metrics, monitoring & accurate reporting of SLAs, defined & established adherence to KPI's for team members, change control procedures, remediation of system audits to meet compliance and security requirements.
* Closely follow and regularly report on the quality of the day-to-day operations (tickets, requests, incidents).
* Responsible & accountable for EUS security and compliance activities such as Anti Virus update/up gradation, Monthly Win security patch management, system health management through Radia server.
* Responsible & accountable for Apple MacBook device management, include OS management, application testing & installation for more than 1000 systems.
* Build, deploy and maintain new workstation and build machine environment for employees according to group standards
* Knowledge and experience in cloud support (AWS, Azure) like creating instances, IAM policies, storage and application related tasks.
* Able to work under pressure for delivering the Business requirements within expected timelines.
* Update and maintain a knowledge base on newly diagnosed problems and issues.
* Self-motivated and enthusiastic, team player, capable of working independently.
* Have knowledge and experience of installation, configuration and upgrading of applications.
* Work on compliance initiatives, security vulnerabilities including patching.
* Addressing any areas of concern in conjunction with line management and/or the appropriate department.
* Experience in Audit, Risk and Compliance.
* Experience of working with ITSM systems (Service Now, Remedy, etc.)
* Managing 34 resource availability & capacity includes 24/7 support environment across PAN India.

**Wipro Ltd**

**IT Operations Lead June 2015 to Dec 2017**

* **Job Profile:**
* Responsible for entire EUS IT Operation of Bajaj FinServ Ltd, which includes End User support, Assets Support, Service Desk and Vendor Support etc.
* Agreed KPIs fulfillment on coordination with Business and Internal team on completion
* Managing Team Size of 70+ resources with high satisfaction level, their Appraisals, Training Needs and other Hygiene issues.
* Weekly/Monthly/quarterly Ops Review meeting with client.
* Handling internal & external IT Audit.
* Escalate issues / tickets which are going beyond the service levels to OEM & BFL IT team.
* Escalate customer complaints to the appropriate management staff for further action
* Track all the issues and send status updates on the progress
* Enablement of Training Session to reporters.
* Measure project performance using appropriate tools and techniques.
* Ensuring Prompt communication to all users in case of any Major failure or breakdown. Ensure all the customer complaints/issues are identified, to prepare Action plan for all Complaints received and drive till closure along with PM.

**HCL InfoTech Pvt Ltd.**

**Senior Associate - IT Infrastructure support Dec 2013 to May 2015**

**Job Profile:**

* End to End IT Operations at KPMG India Pune Location which includes End User support & Assets Support.
* Managing a Team of 6 resources with Training Needs and other Hygiene issues.
* Review with customer on Monthly MIS reports for HCL and KPMG Management.
* Maintaining File Server. Providing restricted folder access to users belonging to different departments. Handling MacAfee Safe boot server activities.
* Handling Active directory. (User id creation, deletion, group policy creations as per the department requirements.
* KPMG IT Asset Management / Planning.

**Wipro InfoTech (Project KPMG- Pune)**

**Engineer helpdesk Management System May 2010 to Nov 2013**

**Job Profile:**

* Installation of Win2k3, Win2k8, Win2k8 R2 servers (Standard & Enterprise).
* Configuration of Symantec Backup exec 2011 on servers for backup.
* Installation & maintenance of Print Servers, File server, Proxy servers.
* Managing Trend Micro Web scan tool. Adding and restricting different websites
* Provided assistance to customers on desktop issues, Operating systems, application support and troubleshooting for end user computers.

**Educational Qualifications:**

2020 PGDM in Software Development from IIITB & Up-grad

2012 B.A from PUNE UNIVERSITY

2007 H.S.C from MAHARASHTRA BOARD

2005 S.S.C from MAHARASHTRA BOARD

**Certifications:**

AWS Solution Architect (Silmplilearn).

ITIL V-3 Foundation Certified.

RHEL System Admin (RHEL 6,7 & 8) (Radical Tech, Pune)

Computer Hardware & Networking Diploma from Jetking Institute, Pune.

**Personal Profile:**

Date of Birth : 14th May 1989

Nationality : Indian

Passport No : L4659103 (Expiry date: Oct 2023)

Aadhar No : 4301 2444 9473

Languages known : English, Hindi, Marathi.

Marital Status : Married

I hereby declare that the above particulars furnished by me are true to the best of my knowledge and belief.

**Date:**

**Place: Sandip Jadhav**