

VIKRAM S. MALLAPUR

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SENIOR TECHNOLOGY PROFESSIONAL: A AWS Solution Architect Certified, Microsoft Azure Architect Technologies Certified, Capgemini Level 2 Sr Architect Certified, PMP Certified, ITIL Certified, IBM Certified Advisory PM, PgMP Trained, Sr Cloud Solution Architect, & Technical Program Manager with over 21 years of experience in IT Infrastructure and IT Operations Management.

OBJECTIVE

I am looking for opportunities that will allow me to leverage my competencies and learn new skills to innovate and develop technologies aimed at empowering humans, enabling them achieve unimaginable feats and changing the world.

PROFESSIONAL SNAPSHOT

- ⇒ A keen technology broker, cloud integration specialist, social media evangelist, strategist, planner, and implementer with expertise in devising strategies aimed at enhancing overall organizational growth, sustained profitability of operations and improved business performance.
- ⇒ Strong record of success in global IT delivery, solution architecture and relationship management; with a proven ability to deploy benefits from IT, while managing associated costs and risks.
- ⇒ Skilled people manager with experience in building IT infrastructure teams, HR initiatives, re-sourcing/'rightsourcing', recruitment, selection, mentoring, training, development, performance management, talent retention and attrition management.
- ⇒ Proven thought leader in cloud migration with proven track record of managing large and complex programs with 150+ FTE and with budget of over \$100MN.
- ⇒ Demonstrated ability to manage CXO level relationships translating into repeat business.

CERTIFICATIONS

- ⇒ Deep Learning Coursera Certified
- ⇒ Machine Learning Coursera Certified
- ⇒ Project Management Professional (PMP) Certified
- ⇒ IBM Advisory Project Manager Certified
- ⇒ ITIL V3 Foundation Certified
- ⇒ Capgemini Level 2 Sr Architect Certified
- ⇒ AWS Solution Architect Certified
- ⇒ Microsoft Azure Architect Technologies Certified
- ⇒ Capgemini Level 2 Sr Architect Certified
- ⇒ Program Management Professional (PgMP) Trained
- ⇒ Cisco Certified Network Associate (CCNA) Trained
- ⇒ Capgemini Agile Project Manager Trained

SKILL SET Technical

Cloud: IaaS, PaaS, MaaS, Cloud Orchestration, MS Azure, AWS, Service Integration, BlueMix, Private /Public/ Hybrid Cloud Environment Management

Server & Storage: HP, Compaq, Dell, IBM, SAN.

Networking & Security: Cisco 4000/5000/6000 Series

Operating Systems: Windows 2000 / 2003 / XP /Vista/7/2008.

Server Applications: Active Directory, Exchange 2000/2003/2007, SQL 2000/2005/2008

Telcom: Cisco, Avaya, Nortel, Aspect and Telecom Links with Reliance, Tata, Vsnl, Mtnl, Bsnl, Bharti, Singtel, AT&T. Vodafone, Airtel, Teleconectors, Telesoft, Plantronics, Senheiser.

Functional

Solution Architecture

Delivery Management

Corporate IT Governance

Project Management

Program Management

IT Infrastructure Management

IT Security Management

Network Management

Data Centre Operations

Business Continuity Planning

Operations Management

Finance

Team Management

PreSales

OCCUPATIONAL CONTOUR

Mar'17 to Jun'20 with Capgemini-Sogeti India Pvt. Ltd., Infrastructure Solutions Architect

Infrastructure Solutions Architect

Client : Sogeti Customers
Duration : Mar 2017 to Jun'20.
Scope : Presales - Solutions Architect

Technology Experience:

- Infrastructure Services Solution Architect, responsible for working on infrastructure bids from across regions and technologies.
- Experience in developing and adapting business models for Strategic/Total Outsourcing for maximizing productivity and returns.
- Design end to end solutions for client requirements on Infrastructure Outsourcing of large & strategic accounts
- Lead offer negotiation and due diligence exercises, budgeting, costing and supporting new business models in pursuits.
- Exposure of handling the entire Bid Management process i.e. proposal development / offshore presales function in a Strategic/Total Outsourcing and Global Delivery Model. Experience in US & European regions
Strong Account/Engagement Management capabilities, responsible for setting up large accounts

Responsibilities:

- Collaborate with other business units and leverage skilled resources and assets from across the organization to deliver top-notch cloud solutions; Develop and integrate appropriate security and access control mechanisms as required.
- Develop and maintain deep relations with Cloud platform vendors such as Microsoft, IBM, Amazon and Google and keep abreast of new directions and product strategy.
- I am responsible for all large & strategic US, Central & Western European deals
- Contribute to technical feasibility assessments of proposed infra solutions; assess testing, integration and migration plans and suggest improvements where required

Jan'10 to Mar'17 with IBM India Pvt. Ltd., as Infrastructure Solutions Architect & Technical Program Manager.

Cloud Solution Architect

Client : Technology Innovation and Automation; US.
Duration : Jan 2016 to March 2017.
Scope : Infrastructure Solutions Architect

Technology Experience:

- Extensive experience in developing and implementing Infra solutions encompassing Business Process, Data, Application, and Integration components
- Ability to develop and implement multi-tier, high-availability architecture, and design (for delivering superior performance, scalability, and agility) for comprehensive infra solutions based on Microsoft, IBM, or Amazon's IAAS and PAAS offerings. Ability to select or define, processes, platforms, and tools.
- Thorough understanding of technologies covering solution architecture, infrastructure architecture and Experience with Hybrid Cloud solutions and integrating public cloud into traditional hosting/delivery models.
- Experience with executing quick technical feasibility and proposal development for moving identified workloads to Azure/SoftLayer/AWS. Ability to manage infrastructure workloads including in complex environments based on AWS, Azure or SoftLayer.
- Possess excellent verbal and written communication skills and ability to articulate the value and relevance of solutions to customer executives and business stakeholders.
- I have implemented 3 cloud based enterprise projects and managed integration, deployment and application migration strategies.
- Desire to have either AWS solution architect Associate level certification or Microsoft Certified Solutions Azure Solutions Architect accreditation. Additionally, targeting the following:
 - TOGAF 9.1 Certification
 - AGILE Foundation Certification
 - SAFe Certification

Responsibilities:

- Serve as the technical SME and provide thought leadership and technical design inputs for the development of comprehensive Infrastructure solutions to be deployed in complex, heterogeneous environments. Act as the arbiter of decisions in specific areas of expertise.
- Contribute to the development of enterprise technology strategies, application development and deployment frameworks, and productivity improvement initiatives. Assist in platform/tools selection and ensure alignment with the organization's standards, policies and priorities.
- Document and share best practices in implementing cloud technology solutions; Promote asset re-use through the identification, evaluation and enhancement of reusable artifacts and Infrastructure components.

Cloud Technical Program Manager**Client : Technology Innovation and Automation; US.****Duration : Jan 2010 to Dec 2015.****Scope : Cloud based Projects**

- As part of my role, I developed the SDE workstream methodology and the associated plans in the following manner:
- Formulated the hypothesis and the value to be derived by - quantifying the value proposition assertions and business drivers; establishing AODs, use cases and NFRs and identifying technologies
- Created a proof of concept to validate the hypothesis through - use case driven testing and proof of concepts, measuring against asserted value proposition and drafting architectural decisions and draft operational model
- Enabled solution delivery through reference architecture, delivery cookbooks, the developed enabled materials and detailed cost analysis
- Carried out iterative refinement and solution automation through updating assets based on field feedback and automating common tasks
- I am involved in publishing frequent communications which must be well written yet succinct. My role requires excellent communication and organizational skills, strong leadership skills, and the ability to team globally. I Need to coordinate multiple levels of Monthly and Competency Operations Reviews, writing Monthly Management Letter for GTS Sr VP, organizational announcements, executive-level presentations coordinating across 12 orgs to gather and consolidate information in format aimed at senior executive audience. My role requires Strong English communication skills. Willingness to work flexible hours and take on additional assignments as required.
- I need to understand the requirements process, have strong solution architecture skills, ability to work in a matrix environment with technical topics and put that in a business context and drive to what makes business sense, with Systems management/Tivoli portfolio and/or IBM SWG and STG product background preferable.

Responsibilities:

- The financials and budget of the Cloud SSA, ensuring healthy utilization and financial recoveries
- Reporting status including progress against key metrics, deals status, MOR reports, utilization views
- Ensuring efficient operations including claims, DoU's, space and compute resources for members of the S&C SSA and the India SSA Hub

Aug'09 to Jan'10 with O2H2O., as- IT Infrastructure Manager**Project : To Set Up the Entire IT Infrastructure Site****Client : O2H2O****Duration : August 2009 to January 2010****Scope :** The O2H2O Offering is a business framework that enables Service Providers to bring new revenue-generating services to market, faster, easier and at a lower cost.**Role: Project Manager**

- Responsible for the implementation of the end-to-end IT Infrastructure set up.
- Requirements capture and analysis - existing components, which could be re-used, were looked into to reduce development time and costs. Business processes and interactions between various systems were understood.
- Ensuring completion of Build to Operations for transformation.

Jul'08-Jul'09 with Sutherland Global Services (erstwhile Adventity Global Services Pvt. Ltd.); US as Assistant Manager – IT Infrastructure**Project : Telecom, Dialer and Network technology for a 1500 seat office in Thane.****Duration : July 2008 to July 2009****Scope :** The role involved heading 3 centres which seated a capacity of 1500 seats.**Role: Project Manager**

- Introduced standard operating procedures which led to significant improvement in server and network stability (from 90% to 99.5% uptime). Worked with Development groups to define testing and deployment standards to improve the success of code releases by more than 80%.
- Centralised helpdesk for 7 centres using the Adventnet application including escalation matrix, user communication, optimizing engineer, call coordinator requirement and finalizing the report structure.
- Delivered several multi-site, multi-team transitions in an agile development environment from Rental work space to Investor Owned Land.

Feb'08-Jul'08 with Tech Mahindra (erstwhile 3 Global Services Pvt. Ltd.); UK as Sr. Systems Administrator – IT Operations**Project : Customer Care Framework****Client : 3 Global Services****Duration : February 2008 to July 2008****Scope :** The scope of the Role included heading the IT function for UK & Ireland business lines, that constituted 6,000+ end users & 2,900 peak concurrent seats spread across a 24x7 business format.**Role: Technical Lead**

- Leading IT operations team in Mumbai with 140 members including technology specialists, application SME's, touch-labour technicians & infrastructure architects.
- Monitoring timely escalation & resolving performance issues with web-based apps viz. PeopleSoft CRM, Kana, Remedy, local data centre infrastructure comprises Wintel & Unix-based servers (90+) over a Cisco-based LAN & WAN platform (6,500+ nodes).

ADDITIONAL EXPERIENCE

In my career, I have had the opportunity to work with some of the leading IT companies namely IBM, Capgemini, Accenture, Dell, EDS, Tech Mahindra, Wipro and customers across US, Brazil, Argentina, UK, Ireland, France, China, Australia, Japan, Malaysia. This has played an instrumental role in enabling me to work with disruptive technologies, participate in priority initiatives, serve ever-demanding clients, identify game-changing opportunities, collaborate with and manage multi-talented teams and learn new skills while honing my existing ones.

PROFESSIONAL TRAININGS / CONTINUING EDUCATION SUMMARY

Program or Course	Coverage	Summary
Lean Methods	Lean Methodology- IBM	Delivery Excellence Awareness
Stephen R Covey	7 Habits Of Highly Effective People	Leadership Training
Wilsons Learning	Building Relationship Versatility	Leadership Training
TMA Country Navigator	Shades of Blue	Leadership Training
SA I	Solaris	Solaris Administrator I
SA II	Solaris	Solaris Administrator II

ACADEMIA

- ⇒ Diploma in Electronics and Telecommunication Engineering from Bharati Vidyapeeth Institute of Technology, Navi Mumbai under M.S.B.T.E. Board in 1999. Secured distinction.
- ⇒ B.E (Electronics Engineering) from Advanced Institute of Engineering and Management (A.I.E.M.) Navi Mumbai, in 2002. Secured first division.

Total Experience in Domain

- ⇒ Solutions Architecture – 4.5 years
- ⇒ Program Management - 3 years
- ⇒ Project Management - 3 years
- ⇒ Delivery Management 1.5 - years
- ⇒ Sr Systems Administrator 4 - years
- ⇒ Systems Administrator 5 - years
- ⇒ Total 21 - years

Manager Self Reportees/ Designation

- ⇒ Reporting to Capgemini Sr Director
- ⇒ Currently performing an Individual contributor role in the capacity of a Sr Solutions Architect
- ⇒ Reported to IBM Director and Distinguished Engineer
- ⇒ Reported dotted line to IBM VP and Distinguished Engineer

Target Position and 3 Top Skills

- ⇒ Target position – Director
- ⇒ 3 Top Skills - Solutions Architecture/ Program Management/Delivery Management

Tools

- ⇒ Extensive use of Microsoft Project
- ⇒ Microsoft Office Suite
- ⇒ IBM Rational Portfolio Management
- ⇒ BMC Remedy
- ⇒ Rational Team Concert

PERSONAL DOSSIER

Permanent Address : 1601/ A, Oberoi Park View, Thakur Village, Kandivali (E), Mumbai, PIN – 400101.
Date of Birth : 16th November 1978
Languages Known : English, Hindi, Marathi, Konkani
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