###### Sunil Kumar Patnaik

###### Plot 11/B, Ist Floor, Balaji Swarnapuri Colony, Mothi nagar, Hyderabad

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**Senior Manager/ IT Head in IT Infrastructure**

Dedicated 17+ years career leading the design, deployment and support of advanced technology solutions, and building and managing IT operations for high-growth organizations.

**May 2017 to Till Date--- HEAD IT Operations Nspira Management Services Pvt Ltd, Hyderabad**

**Company Information:** NSPIRA Management Services Private Limited offers customized services to organizations that aim for professional excellence; though the primary focus is educational institutions, NSPIRA is equipped with the wherewithal to assist businesses in various domains, including IT, Education, retail and the manufacturing sector.

**Key Responsiblities:**

1. Leading a global team of 90 Members staff throught PAN India
2. Participate in problem escalation and issue prevention projects and help the teams to increase efficiency with issue handling
3. Create roadmap for internal applications, actively design effective solutions for both technical and operations and utilize Support teams as a solution builder for business stakeholders
4. Responsible for driving the company’s strategic customer support activities, policies, objective, and initiatives
5. Directly report to the Management team; provide regular reports and solutions to the executives and other technical teams on system performance, platform health, Vendor integration issues, application bugs and feature requests
6. Identify and define the problem by analyzing
7. Serve on various project teams including new product launch teams
8. Demonstrated track record of enhancing Internal customer satisfaction and improving support metrics while closely managing the costs of providing support services
9. Responsible for recruiting, hiring and firing for the department
10. Track record of recruiting and developing a strong team and leadership bench
11. Provide leadership through coaching, feedback, development goals, and performance management
12. Responsible for ensuring differentiation of Support Delivery via our Premier Success, Mission Critical Success and other value-added services
13. Lead and/or being involved in Global Strategic Initiatives
14. Strong communication and people management skills
15. Familiarity with systems operations and management environments within large enterprise customers and/or service providers is desirable
16. Exercise and promote adherence to high quality standards for people and processes
17. Proven ability to work across boundaries and inspiring others to align and execute against organization's objectives (Collaborate)
18. Clear and influential communicator, comfortable interacting with all levels of personnel within our Management and with customers and partner
19. Manage the insourced NOC while working with senior leadership and with his peers
20. Lead and manage the Service Desk and Business Critical Operations teams (50+ staff). The Service Desk receives calls from all of the end-users needing to submit tickets and also lead Priority 1 incidents for the enterprise.

**Key projects:**

1. DC Migration to Cloud.
2. Establishing new Telepresence studions across five locations
3. Digital projects executed as per the Management call
4. Helpdesk implementation as per the standards of the industry.

**Jul 2013 to Mar 2017 –Senior Manager IT AGAKHAN ACADEMIES, Hyderabad**

**Company Information:** The agencies of the AKDN are private, international, non-denominational development organisations. They work to improve the welfare and prospects of people in the developing world, particularly in Asia and Africa, without regard to faith, origin or gender. Its programmes are designed to bring a critical mass of economic, social and cultural activities to bear on a given area. Its projects encompass many of the determinants of the quality of life, including the natural and built environments in both urban and rural areas, food security, health, education, access to financial services and economic opportunity, as well as the cultural areas of traditional music, architecture and art. Some programmes, such as specific research, education and cultural programmes, span both the developed and developing worlds.

**Key Responsibilities**

* Drives technology solutions to ensure they meet the business needs balanced with a pragmatic and integrated approach to the design of technical solutions
* Lead teams in Problem Management and improvement opportunities to reduce incident counts. Responsible for all corporate processes to identify and drive process improvements across multiple businesses and areas. Assisted in implementing BMC Remedy tool.
* Create and implement standards and policies for all owned process areas, driving corporate culture to adhere to policy. Manage service improvement and technology projects. Create and present key performance metrics to Directors on a regular basis. On-call manager on a 24x7 basis working with a sense of urgency.
* Designed and managed a knowledge management system for developer audiences
* Communicates with appropriate audiences at all levels both internally and to interpret, define and document complex, multi-faceted business requirements and turn them into formal UI specifications
* Together with the Development Teams develop and implement a scalable and flexible UI implementation and customization methodology. As part of this responsibility, the successful candidate will be responsible for the UI style guides for internal and external applications
* Introduce new technologies and approaches to solving business problems
* Monitor compliance with control recommendations and report on status and infrastructure risk profiles to ITS leadership on audit and compliance related activities
* Interpret and advise, with expert knowledge on risks, business impacts and matters of security (including vulnerabilities and threat management), compliance/regulatory standards, audit programs and audit findings
* Participate in the development and delivery of infrastructure focussed security posture and technology risk reporting, monitoring key trends and proactively identifying improvement options
* Directs the development and implementation of integrated IT initiatives to support the business strategy
* Managing budgets by implementing the cost effective solutions to balance the investements and ROI
* Implement the industry standard (ITIL) processes for help desk and application support.
* Looking into overseas IT projects as per the defined requirement
* Skill gap identification coupled with improvement plans for each team member.
* Formulating retention strategies and succession plans.
* Vendor Management

**Projects:**

**Projct #1: Data Center Project for Mombasa Academy (Aug 1st 2013 to Oct 2013)**

**Project #2: Campus wifi & Networking for India, Hyderabad ( Aug 10 2013 to Dec 2013)**

**Project 3#: Video conferencing project to integrate five locations across the regions**

**Project 4#: ERP implementation project.**

**Project5#: Private cloud deployement and VDI deployment for remote users**

**JAN 2012 to July 2013 Frontier Business System Pvt Ltd**

**Manager- IT(Team Size: 8)**

**Company Information:** Keeping pace with technology and customer requirements. , Frontier has developed deep expertise in multiple infrastructure domains, and multiple technologies within each domain. Starting from design and execution of enterprise backup power requirements to personal computing , networking, network security, thin client computing, virtualization, Enterprise Computing, Storage area networks, Infrastructure Management services, IT infrastructure consulting, and Information Security consulting – Frontier has the domain knowledge and technical skills in every aspect of IT infrastructure .

**Key Responsibilities:**

* Sizing the Data Center in terms of Power, Cooling (Row, Rack & Room) by taking the current ratings available in the datacenter+ 20% buffer on redundancy mode
* Datacenter setup experience in physical, Virtual (servers consolidations & VDI) and cloud environments.
* Managed IT services implementation on data center to monitor the servers on 24/7 mechanism along with email integration and alert mechanisms.
* Helpdesk ticketing systems implementation with best ITIL Practices like Incident & Problem Management.
* Designing the BCP and Risk Analysis on the data center and submitting the risk mitigation report to the customers etc
* BYOD (Bring Your Own Device) implementations for android based phones, Tabs, Laptops, Providing access to the home based pc.
* Act as consultant to the customer in gathering the critical details of current status of the system.
* In Continuous Business Planning, recommendations & suggestion to modify the excising the process and procedures and to implement the best practices
* Act as Technical Manager/Consultant for their future IT Strategy
* Providing the Onsite/Offsite model support to the clients in address the incident and problem issues.

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| --- | --- | --- | --- |
| **Sl.No** | **Project title** | **Client** | **Description** |
| 01 | Server Virtualization | Dr. Reddy’s | Conslidation of 100 Physcial servers into two physical server’s |
| 02 | SAP on Virtualization | QUAD Electronics Pvt Ltd | SAP Production servers are running on Virtualization platform |
| 03 | Waters Project | Dr. Reedy’s | Hardware Integration with Software |
| 04 | DR P2V | Gland Pharma | DR created on virtual platform in vizag and connected to Physcial infrastructure in Hyderabad |
| 05 | Networking Infrastructure | KLU Univerisity (Vijayawada) | Laying new fiber cable across the campus, connecting various buildings and developing the NOC Center |
| 06 | Datacenter Building | KSK Energy Ventures pvt ltd | Building the entire data center |

**Key Skill sets**

**Hardware**: Intel X-series and P-Series Servers, Assembling and Configuring

**Operating Systems**: Windows 2003,2008 with HyperV, Linux and Unix.

**Virtualization**: Vmware, Citrix, Microsoft.

**Databases**: Oracle, SQL (DML.DDL, DCL, Triggers, Cursors, Batches etc)

**Mail Servers**: Exchange 2010, Lotus notes, Hmail Servers, Postfix, Imail Server.

**ITIL Version 3**: Trained in ITIL and Going to give exam in a 10 days.

**Programming languages**: VB, .Net, C,C++, C#, ASP, ASP.net etc

**Security Appliance**: Fortigate, WatchGaurd and Sonic Wall (Configuring Policies at

gateway level)

**Desktop Security**: Anitvirus like EPO, Symantec, AIG etc.

**Domain:** Configuring the DC, ADC, Group Policies etc.

**Network:** LAN,WAN, Fibre optic, Designing network, WIFI etc.

**Backups:** Veritas, Tivoli, CA, Configuring LTO and Robotic Libraries

**Experience Summary**

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| --- | --- | --- | --- |
| **Sl.NO** | **Name of the Org** | **Designation** | **Tenure** |
|  |  |  |  |
|  | Frontier Business Systems Pvt Ltd | Support Manager | Feb 2007 to Mar 2010 |
|  | Apollo Health Street | Team Leader | May 2006 to Feb 2007 |
|  | Integrated Software Solutions Pvt Ltd | Sr. Systems Administrator | Aug 2004 to May 2006 |
|  | Tangent Infotech Pvt Ltd | System Administrator | July 2000 to Apr 2003 |
|  |  |  |  |

**ACADEMIC QUALIFICATION**

* MBA in Information technology from National Institute of Business Management
* B.SC (Chemistry) from Andhra University
* GNIIT from National Institute of Information Technology (NIIT), Visakhapatnam

**PROFESSIONAL TRAININGS**

* PGDCA From National Institute of Information Technology.
* MCP Certified in Windows Server 2003 Active Directory and Network Infrastructures
* Training Programs attended for CA Netback Up from Computer Associates, Banglore
* Training Program attended for Legato Co-Standby Server given by Legato.
* Training Program attended for Symantec Antivirus server from Symantec
* Training Program attended for VERITAS Net Backup from VERITAS
* Conducted Road Show on CA High Availability Products in Bangalore
* Conducted Road Show on Citrix at hotel Green Park in Hyderabad

**PERSONAL VITAE**

Date of Birth : 02-Nov-1976

Languages : English, Hindi

Marital Status : Married

Passport : On Request I shall submit the same

**Certifications**

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