**~ ICT Infrastructure Management ~ IT Governance** ~ **Technical Architect ~**

**SENIOR LEVEL IT PROFESSIONAL**

**IT Infrastructure, Service Management and Business Continuity**

**PROFESSIONAL SNAPSHOT**



**Strategy Planning**

**ICT Infrastructure Design**

**& Operations**

**IT Operations/People**

**Management**

**Infrastructure-Architect Project Management Consultancy Budgeting / Forecasting Technology Roadmap IT Service Management Data Center Set-up ITIL/Asset Management**

**Functional Design**

**(Hardware & OS)**

**Resource & Capacity**

**Planning**

**SOX compliance/Audits SLA Management Disaster Recovery/BCP Software Licenses Helpdesk Improvements**

**ICT Infrastructure professional with over 25 years of experience in Infrastructure** involving Strategic Planning, Development, Project Management,Service Delivery & Disaster Recovery spanning varied roles & Responsibilities for assignments within **multi-cultural environments and geographically spread** **across India, UAE, Egypt, Morocco, Saudi, Kenya and Europe**

**Experienced in Enterprise systems**, Databases, LAN/WAN Networks, Security,Virtualization & Storage technologies, Microsoft Windows & Exchange Servers, Microsoft Desktop applications, and **supporting products providing services for** **large user base across multiple locations**

**Technical expertise in Hands-On Implementation**, Operations and Supportfunctions of mission-critical business solutions using ICT **in line with strategic** **plans of the business and aligned to the regulatory & compliance needs of the Business environment**

**Adept at consensus building**, **Vendor, Server, Network and Asset Management.**

Comprehensive technical skill set and proficiency in handling Servers, Databases and Windows platform technologies

**Concurrently managed implementation** of multiple Infrastructure Hardwareand Software projects as well as datacenters build-out **involving multiple**

**internal and external teams**

**Appreciation of varied work culture leveraged in building relationships and an experienced communicator with stakeholders** across all levels of

management



**COMPETENCY MATRIX**

**IT Governance**

* Developed, deployed and sustained an effective IT Governance Policy, Processes, Tools and Metrics
* Assured the successful planning, deployment and integration of IT initiatives in collaboration with business

**IT Operations**

* Involved in ICT Infrastructure designing, implementation and maintenance
* Managing Data Centre, End-user, Network, Facility Management & IT Security Operations remotely across sites
* Oversaw operations involved in setting up targets, SOPs & SLAs and provided high quality operational support to

improve overall customer satisfaction

**IT Budgeting:**

* Budget tracking, resource planning, Assets, License & Vendor management, hardware and support contracting
* Forecasting new areas of improvements, budgeting and implementing changes as per company needs

**DRP/Business Continuity Planning**

* Creating and testing comprehensive business continuity plan procedures, auditing all critical paths, receiving approval of internal and external stakeholders and managing disaster recovery drills

**COST OPTIMIZATION INITIATIVES**

Instrumental in making strong Infrastructure backbone for the organizations and taking initiative to ensure that the Business concentrates on Strategy while the Technology drives to supplement the Business always taking into consideration cost optimizations. Few initiatives taken are :

**Server Virtualization :** From a total of 25 physical servers, VMWare virtualization was implementedlocally resulting in, only 3 high-end VMware ESXi Certified Dell Servers

* Tangible savings≈Dhs. 1 Million on Hardware/Operating System/AMC
* Intangible savings≈Reduced Downtime,Upgradability & Robust Data centre

**Unified Communications :** Implementation of Video conferencing (Polycom & Cisco) and recent MSOffice 2013 migration to O365 enabling Lync (Skype for Business) with features such as chat, web [conferencing,](https://en.wikipedia.org/wiki/Video_conferencing) [desktop](https://en.wikipedia.org/wiki/Desktop_sharing) & data sharing

* Tangible savings ≈ Dhs. 2 Million in Travel Costs
* Intangible savings ≈ Zero travel time & Optimum resource utilization

**IVR :** Initiated internally an Open Source IVR solution for Customers resulting in cancellation of a costlyContract with a 3rd party Call Centre Company

* Tangible savings ≈ Dhs. 0.89 Million in Contract
* Intangible savings ≈ Zero human involvement & quicker response time

**Mitel Telephony :** Under pressure from Central ICT to install the standard yet costly Cisco VOIPTelephony solution, case study undertaken for the economical Mitel solution

* Tangible savings ≈ 1/3rd cost for Mitel as compared to Cisco
* Intangible savings ≈ 1/4th reduction in AMC as well as dedicated & continual vendor involvement throughout/after the project



**ORGANISATIONAL DETAILS**

**Currently working in a setup that has SAP–Role/Responsibilities can be discussed if needed Since Sep’ 02: Canon Middle East FZ LLC (Dubai-UAE) IT Team Lead – Local Support (MENA)**

**Role/Responsibilities:**

* Handling the Infrastructure systems and IT operations for Canon Middle East reporting to IT Director in Holland and Finance Director in UAE. Managing a team of 3 professionals and outsourced vendor IT teams of approximately 12 People
* **Introducing Citrix, NAS/Tandberg/NetApp and VMware, Skype for Business**, Cisco SX60/ Polycom **Video Conferencing and many new technologies** for enhancing efficiency
* **Coordinated the new Data centre built-up & migration of 850+ servers in Europe for Virtualisation with the central team**
* Hands-on user support including back-end issues related to **Windows Servers (2008/2012R2),** **Network, Telephony** (Mitel and Cisco) etc. as per Canon standard policies and guidelines. Coordinatedinstallation of **Orion ERP package** and Backups (**Symantec Backup Exec**)
* **Enterprise Mobility Management – Central initiative implemented locally for BYOD devices incorporating a robust MDM approach**
* **Virtual Private Network (VPN) implementation enabling remote users local access (Citrix & Cisco)**
* Formulated Standard Operating Procedures (SOPs) on DRP, IT Policies & Local Support
* Facilitating procurement and authorization for hardware and software purchases
* ICT Capital Planning, Budget and Expenditure. License & Contract management
* Anchored successful ICT Audits & SOX compliance (including for local and central ICT

**Attainments:**

* **Played an active role on behalf of Canon M.E. in all major international Canon Inc. IT forums** forarriving at standard IT policies, procedures & projects to be implemented across all Offices **specially and** **more specifically for O365 & BYOD implementation for all Canon offices**
* **Conferred with various awards from Central & Local Management**
* **Delivered a Hands-on user support for back-end issues** related to Servers, Network, Telephony (Miteland Cisco), etc. as per Canon worldwide guidelines
* **Individually spearheaded the strategic IT Architecture** and planned an execution supporting for largescale projects and ensured the completion of the same within the defined parameters and guidelines from the scratch

**Dec ‘00 – Aug ’02: Cartier Middle East (Dubai-UAE) as Systems Manager**

**Role/Responsibilities:**

* Supervised administration and maintenance of Legacy systems, **Lotus Notes Mail Server, Intranet DB** **Management, Windows NT Server** incl. troubleshooting, user profile management, data backups andH/W & S/W maintenance
* **Vendor Management on multiple projects**
* Formulated and implemented the Disaster Recovery Plan for Cartier offices

**Attainments:**

* **Selected as Core Member of the Middle East IT Implementation Team** for the IT Infrastructure ofthe new Group Offices to be opened in Dubai-Piaget, Baume & Mercier, Vacheron Constantin and Mont Blanc

**Jan’ 99 – Nov ’00: Majid Al Futtaim Group (Dubai-UAE) as Y2K Project Leader & Systems Coordinator**

**Role/Responsibilities:**

* Administered complete IT Infrastructure and Project Management functions in the company
* Worked on all aspects of project management including Project Planning, RFP creation, Vendor analysis and selection with resource allocations
* Liaised with the External Consultant for ensuring timely completion of Y2K project whilst checking processes, remediation and contingency planning for the entire Group
* Reviewed future IT needs of the company
* Handled complete systems administration for a network of over 275 computers
* Contributed to the development of the City Centre web site for MAF and its conversion into an e-commerce platform
* Provided database recovery, back up and restoration support on a daily, weekly and monthly basis on AS/400, Win NT (Exchange) and Novell NetWare platform

**Attainments:**

* **Appointed by the CEO as the Central Project Coordinator - Y2K Task Force** due to in-depthknowledge of Y2K solutions to coordinate with 20 operating units of the Group
* **Significantly contributed to the development of the City Centre website for MAF** and itsconversion into an e-commerce platform



**Jun’ 91 – Dec’ 98: Hindustan Thompson Associates Ltd. (Mumbai-India) as IT Operations Manager - All India**

**Role/Responsibilities:**

* Provided key inputs for formulating major IT strategies incl. DRP procedures for IT
* Designed and implemented Structured cabling necessary hardware, software & network for over 650 computers & 850 computer literates
* Budgeting of Hardware, Software and Networking orders. Ensured implementation of projects within time and cost parameters with a Hands-On approach in all projects
* Contributed to installation, implementation maintenance of the Lotus Domino server, Oracle Financials, VSAT technology, EPABX, application software & user trainings
* Involved in Disaster Recovery Planning and implementation for large infrastructure set-up across India

**Attainments:**

* **Distinction of being nominated to Global IT Advisory Committee** for preparing the IT infrastructurestandards for implementation across the globe
* Acted as main decision taker, after evaluation of related technologies and played a pivotal role in the decision and implementation of a strong EPABX network



**Apr’ 86 – May’ 91 : Seahorse Systems Pvt. Ltd. (Mumbai-India) as Assistant EDP Manager**

**Role/Responsibilities:**

* Liaised with hardware and software vendors for the procurement, installation and maintenance of necessary hardware & software for clients
* Supervised a large team of data-handlers for the data processing work for Multi-National companies in India whilst ensuring smooth day-to-day operations of all EDP and non-EDP related functions

**Attainment:**

* Assessed and implemented IT requirements regarding OS, programming, data processing and database management and provided end-user training to clients on these concepts



**ACADEMIA**

* 2004 **MBA (MIS & Technology)** from Caroline University, USA
* 1986 **Diploma in Computer Science and Management** from CTC, Mumbai
* 1985 **B.Sc. (Physics)** from Mumbai University, Mumbai
* 1979 **Diploma in Mass Communication & Media** from St. Xavier’s College of Communications,

Mumbai, India

**PROFESSIONAL CERTIFICATIONS**

* PMP (Project Management Professional - Course completed/PMI Exam pending) – Blue Ocean, Mar 2016
* ITIL V3 Certified – Learning Tree Worldwide, Feb 2009
* ITIL Foundation Certified – SMME (previously ITIL Heads), April 2006
* Certificate of Training in Environment Management System – DET Norske Veritas (DNV), Mar 2007



**TRAININGS ATTENDED**

* Various Technology and Managerial courses undertaken from time to time (1986 – date)
* Corporate Security, Win2003, Exchange 2000 & Win2000 Server, Executrain, Dubai; 2002 – 2006
* MCP & MCSE course undertaken - Cambridge Institute (Accredited to University of Cambridge), Dubai; 2000
* Windows NT with IIS, SQL Server and DBA - SSI Ltd, Mumbai; 1999
* Win NT Administration & Configuration - Synergetics Corp, Mumbai; 1998
* NetWare Installation & Configuration, TCP/IP Service & Support and Networking Technologies - Karrox Technologies Inc., Mumbai; 1997
* Advance System Manager Netware V3.11 - SMILE, Mumbai; 1992
* Network Management - Bureau of Information Technology Studies, Mumbai; 1991



**TECHNICAL SKILLS/TOOLS**

* OS: OS/400, V4R4, Mac OS 7.x, MS DOS, PSIX, NetWare 3.x/4.x, MAC OS, OS/2, Windows 95/98/ME/NT 4.0/ME/XP Pro/2000/2003/2008/2012 R2
* RDBMS: MS SQL Server, Centura SQL Base Server, Cognos Power Play & Impromptu
* Security: Sonic Wall and Symantec Anti-virus (End Point) Client/Server Software, BYOD (MobileIron/MP-1 Cryptocard)
* Servers: Lotus Notes 4.x/5.x (Domino), Exchange 5.5/2000/2003/2007/2010/2013, O365, Arcserve, Veritas & Symantec Backup exec, Fax Server and FTP
* Others: Mail, MS Office 97/XP/2K/2K3/2K10/2K13/ProPlus, Lotus SmartSuite 2000, PC Anywhere, VMware virtualization software, Veritas, Adobe Products, CODA Financials (ERP) and Orion (ERP), Citrix
* Hardware: Intel processor-based PCs, laptops and Servers (IBM, HP, Compaq, Dell) & Macintosh, NAS/Tandberg and NetApp storage, Projectors (Audio/Video), Cisco routers and Cisco Switches

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|  |  |  | **PERSONAL DOSSIER** |  |
| Nationality | : | Indian |  |
| Linguistic Abilities | : | English, Hindi, Gujarati, Marathi and Basic French |  |
| Marital Status | : | Married |  |
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**Member of MS TechNet and various technology driven groups & Web Sites and regular attendee to seminars on various new technologies to keep abreast with latest IT trends (including the latest MS Azure Product seminar in Dubai in November 2015)**