**First Name of Application CV No 1653858**

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**Vice President – Managed IT Services – 20+ years**

Accomplished IT Infrastructure, Operations and Project Management Professional with deep expertise in data security, regulatory compliance and ultra-reliable system performance. Expert at aligning technology with business goals to provide the highest return on IT investments.

* **Industry Expertise**: More than 20 years of progressively responsible experience in mission-critical information systems
* **Continual Improvement**: Passionate interest in computers and IT and dedication to enhancing technical knowledge via coursework & self study. Won steady promotions – from Engineer to VP of IT – for continually improving internal systems
* **Project Leadership**: Natural leader who takes charge of complex projects from initial concept through all phases. Known for being cool and decisive during crises. Able to concurrently manage several ongoing projects
* **Clients -** Worked with key international clients like Microsoft, United Health Group (UHG), Wärtsilä, Friends Provident, HSBC, AOL, DELL, Capital One, American Express, SONY, Saint Gobain - Grindwell Norton Ltd. Etc., to name a few
* **IT Forte -** Windows 2000, 2003, 2008; MS Exchange 2000, 2003, 2007, 2010; HP- Proliant Servers, IBM Blades, Dell Servers, Compaq Servers, CISCO Switches & Routers, Active Directory, VMWare.

**CORE STRENGTHS**

Managed IT Services ● Strategic Planning & Execution ● Technology Solutionsc● ITIL & PM Methodologies ● Six Sigma Implementation ● Budgeting & Forecasting ●IT Service Delivery & Assurance ●Business Continuity Planning ● Outsourcing ● Vendor / Stakeholder Management ● Inter-Divisional Co-ordination ● Project Management ● Change Control Management ● Internal Consulting ● Client Engagement ● Metrics Management Quality Control / Assurance ● Solution Design / Architecture ● Business Process Management ● Process Improvement / Re-engineering ● Process Rationalization ● Risk Assessment / Management ● End-User Support ● System Administration ● Capacity Planning / Utilization ● Performance Management ● Transition Management ● Resource Management

**ACADEMIA**

* MBA in Information Technology from Manav Bharti University in 2014
* BBA in Management from Manav Bharti University in 2012
* B Sc from Mumbai University in 1999
* Honors Diploma in Network Centered Computing from NIIT
* Diploma in Computer Hardware & Networking from Microbase Institute of Information Technology, Mumbai
* Diploma in Radio & Transistor Technology from Saint John’s Institute, Mumbai

**CERTIFICATIONS, TRAININGS**

* ITIL Intermediate - Service Strategy & Operations Support and Analysis - (EXIN), Mumbai in 2013
* ITIL Ver. II & 2011 (EXIN), Mumbai in 2008 & 2012
* Prince2 Foundation & Practitioner (APMG), Mumbai in 2013
* Scrum Master (Scrum Alliance), Mumbai in 2012
* Accredited ITIL Trainer – PEOPLECERT, Mumbai in 2013
* Accredited PRINCE2 Trainer – PEOPLECERT, Mumbai 2016
* Six Sigma Green Belt, Wipro, Mumbai in 2005
* Six Sigma Black Belt (Partner IBM Lenovo), Mumbai in 2008
* Microsoft Certified Systems Administrator (MCSA) – MS Windows 2003 & MS Exchange 2003, Mumbai in 2006
* Cisco Certified Network Associate (CCNA), Mumbai in 2003
* Exchange 2000 & Exchange 2003 server from Wipro Spectramind providing enterprise messaging support for Microsoft
* CA BrightStor Backup Version 11.5 from Future-Soft Solutions Pvt. Ltd.
* ITIL Lab held by CMS Computers Ltd

**ORGANIZATIONAL SCAN**

**Vice President - Managed IT Services**

**SAPPERS SOLUTIONS PVT LTD., Mumbai (Aug’12 - Present)**

* Collaborate with appropriate departments to develop and maintain technology plans that support client needs
* Ensure successful execution of the company’s business mission by developing Professional & Support Services groups
* Understand functions & requirements for driving managed services by using appropriate methodologies, tools, processes and practices
* Anticipate/react to major technology changes to ensure maintenance of company in the competitive landscape
* Ensure consistency of existing systems by creating, enforcing standards & procedures for implementing technical solutions
* Build & maintain service relations with clients for in-depth understanding of their requirements and focus on resolving their issues / problems; provide them long lasting solutions to run their business effectively and efficiently
* Optimize utilization of service resources to provide support including demonstrations through effective planning, developing and managing service standards & procedures
* Develop strategies ensuring agreed targets and conditions are met and business expectations exceed; develop new service definitions ensuring they can be delivered operationally and cost effectively
* Liaise with business for all service improvements, changes and escalations including initial requirements capture
* Ensure processes & methodologies are followed to provide effective monitoring, control & support to service delivery
* Work closely with the Management, Service teams and other business functions as well as customers to develop customer satisfying service solutions and sustain service leadership position in the industry
* Maximize business performance ensuring relations with business customers are strengthened by providing leadership, direction, motivation, coaching and support to team members
* Conduct Corporate Trainings for ITIL, PRINCE2, Project Management and Six Sigma
* Advise and support all aspects of service assurance by maintaining an overview of service activities across the organization and work to gain wider knowledge of service issues

**Associate VP – Global Technology Operations**

**STERLING INFORMATION RESOURCES INDIA PVT LTD., Mumbai (Aug’10 – Jul’12)**

* Spearheaded 7 locations spread globally (New York, Virginia, Kuala Lumpur, UK, Manila, California) from India
* Oversee all streamlined operations of the IT department ensuring it aligns with the mission / business objectives of the organization
* Formulated and deployed long-term strategic plans for acquiring and enabling efficient and cost-effective information processing and communication technologies
* Managed operational and strategic planning including business requirements, project planning, organizing and negotiating the allocation of resources
* Developed and reviewed budgets ensuring compliance with stated goals, guidelines and objectives
* Reviewed the performance of IT systems to determine operating costs, productivity levels and upgrade requirements
* Directed research on potential technology solutions and implementations in support of new initiatives, opportunities, and procurement efforts
* Scouted and evaluated new technology & tools as opportunities for innovation and development excellence

**Consultant - Managed IT Services**

**GEEKAAY SYSTEMS (PARTNER IBM-LENOVO), Mumbai (Sep’08 – Aug’10)**

* Managed complete IT services including developing organizational structure, strategic growth plans and all operational policies & procedures
* Developed business processes & flows for revenue growth; initiated data / internet security, auditing and implementation of best practices
* Handled entire operations involving IT infrastructure operations Capacity Planning, Asset Management, Procurement, Vendor Co-ordination, etc.
* Directed cost-effective services ensuring utmost customer satisfaction

**Assistant Manager - Service Delivery and Regional Quality Head**

**CMS COMPUTERS LTD, Mumbai (Aug’07 – Aug’08)**

* Managed complete operations involving IT infrastructure planning, maintenance and upgradation of existing systems assisted by a 478-member team including 15 Project Managers and 5 Account Managers
* Prepared and generated MIS reports and assisted the Management in proper decision making
* Obtained monthly customer feedback through Customer Review Database, client interaction and made necessary process changes based on their feedback
* Conducted periodic review meetings with Account Managers to handle issues, grievances & escalate whenever required
* Determined quarterly ratings of Accounts Managers and designed training plans to enhance their skills
* Conducted site audits on a regular basis for maintaining quality standards & developing action plans

**Project Manager**

**Aargee Systems (Partner Hewlett-Packard India Ltd), Mumbai(Jun’ 06 – Aug’ 07)**

* Accountable for overseeing complete project management operations across 35 sites in India, Pakistan, Sri lanka & Philippines for Wärtsilä India Ltd.
* Proficiently executed networking & system administration functions for uptime of sites and network data connectivity
* Significantly reduced server count from 40 to 14 by migrating old server to new HP Proliant Platform Wärtsilä India Ltd.
* Streamlined Active Directory for reflecting location wise report of users & assets all India for Wärtsilä India Ltd.
* Appreciated for reducing Oracle Database spread from 9 Locations from all over India to just 1, and migrated consolidated Database from SUN Server Platform to Microsoft Windows.
* Recognized for providing mailing solution for 1500 remote users of Wärtsilä India Ltd. through tie-up with SIFY India.

**Technical Specialist (Server)**

**Wipro InfoTech Limited, Mumbai (Jun’ 05 – Jun’ 06)**

* Recognized for successful migration of users/mailboxes from exchange 5.5 to 2000 at Wipro Spectramind (Wipro BPO)
* Successfully migrated 80 Servers & 1700 Desktops from Norton Antivirus Corporate Edition version.9.0 to Norton Antivirus Corporate Edition version.10.0
* Ably established network with 1700 Router and Cisco 2900 series Switches, along with new Exchange 5.5 Server on windows 2000 Server in Blue Star Ltd., (Band Box House – Prabhadevi)
* Documented user manuals, & technical details for record keeping, as per clients policy (BS7799)& Wipro InfoTech (ISO)

**PREVIOUS ASSIGNMENTS**

|  |  |
| --- | --- |
| **CAREER PATH** | **DURATION** |
| **Engineer Server Management**, IT Source Tech India Pvt. Ltd. (Wipro Franchisee), Mumbai | Feb’04 – Jun’05 |
| **Sr. Engineer**, Vallabh Infosys, Navi Mumbai | Jun’98 – Jan’04 |
| **Hardware & Network Engineer, Customer Support*,*** Mahesh Enterprises, Navi Mumbai | Apr’96 – May’98 |

**PROJECTS HANDLED**

**Title: Infrastructure Migration (Site Migration) Duration:** 6 months

**Client:** In House for Sterling Information Resources India

**Role:** Member – Executive Committee, Decision Maker for vendors, Design for Data Center

**Responsibilities:**

* Successfully migrated:
* 900 seating – 3-site facility under one roof with a capacity of 2000 seats
* Building and transferring of Data Center
* Active Directory reconciliation and Server Infrastructure redesign
* From Avaya Telephony VOIP system to Cisco Unified Contact Center Express(UCCX) VOIP Telephony system
* Successfully rolled-out ITIL frames with all verticals including Configuration Management, Incident Management, Problem Management, Change Management, Release Management, Capacity Management, Business Continuity Plan and Disaster Recovery Plan

**Title: Rollout of ITIL frame with all verticals and Implementation Duration:** 3 months

**Clients:** DP World, Reliance IPCL (Nagothane), Saint Gobain Grindwell Norton Ltd.

**Role:** Implementer, Asst. Manager - Service Delivery, Regional Quality Head

**Responsibilities:**

* Successfully rolled-out ITIL frame with all verticals including Configuration Management, Incident Management, Problem Management, Change Management, Release Management, Capacity Management, Business Continuity Plan and Disaster Recovery Plan for clients

**Title: Infrastructure Migration Duration:** 6 months

**Clients:** Wartsila, India, Pakistan, Sri Lanka, Philippines

**Role:** Project Manager

**Responsibilities:**

* Successfully migrated:
* Old server to new HP Proliant Platform; successful shrank the server count at all India sites of Wärtsilä India Ltd
* 40 Servers and shrunk infrastructure to 14 servers for Wärtsilä India Ltd
* 26 sites globally from different server hardware platform infrastructure to HP Proliant platform
* Streamlined Active Directory for reflecting location-wise report of users & assets across India for Wärtsilä India Ltd
* Completed consolidation of Oracle database spread in 9 locations across India to one single database; later migrated the consolidated database from SUN Server Platform to Microsoft Windows for Wärtsilä India Ltd
* Rendered Mailing Solution for 1500 remote users of Wärtsilä India Ltd through tie-up with SIFY India

**Title: Infrastructure Migration Duration:** 7 months

**Clients:** Wipro BPO & Blue Star Industries Ltd

**Role:** Technical Specialist (Server)

**Responsibilities:**

* Successfully migrated:
* Users & mailboxes from Exchange 5.5 to 2000 in Wipro Spectramind (now Wipro BPO)
* 80 Servers and 1700 Desktops from Norton Antivirus Corporate Edition version 9.0 to Norton Antivirus Corporate Edition version 10.0
* Established network with 1700 Router and Cisco 2900 series Switches along with new Exchange 5.5 Server on Windows 2000 Server in Blue Star Ltd., (Band Box House – Prabhadevi)
* Prepared user manuals, technical documentation for record-keeping as per client’s policy (BS7799) and Wipro InfoTech (ISO)

**EXTRAMURAL ATTAINMENTS**

* Passed ***National Cadet Corps (NCC) ‘B’ Certificate*** from 1 MAH, Naval Wing, Mumbai
* Secured ***third position*** in Cochin International Yachting Regatta
* Qualified for **25 Meters Scuba Diving** from CCDT Western Naval Command
* Actively participated in National Yachting Championship

**PERSONAL DOSSIER**

**Date of Birth:** 04th September, 1975

**Linguistic Proficiency:** English, Hindi, Marathi and Sanskrit