Career Objective

An ITIL Foundation, PMP, MCP certified professional from APMG, Simplilearn and Microsoft, with 10+ years of proven record of efficiently delivering projects with proficiency in program and project management, roll out of operational infrastructure and functional management across diverse industries. Fluent in managing IT Projects from implementations to migrations, thriving on innovation, embracing teamwork and possessing a strong will to succeed. Seeking a strategic techno-managerial position to formulate and spearhead major initiatives aimed at achieving long term organizational profit objectives.

CERTIFICATIONS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Certification Name** | **Certification Authority** | **Start Date**  | **End Date** | **License Number** |
| PMP | Simplilearn | Jan 2016 | Jan 2016 | 18826 |
| ITIL V3 Foundation | APMG | Nov 2012 | Nov 2012 | 02301915-01-QU1B |
| MCP | Microsoft | May 2010 | May 2010 | MCP ID : 6133476 |

SKILLS

* Strategic Planning, IT Project Management, IT Infrastructure Development, ITIL, Active Directory
* Technology Management, Troubleshooting, Post-implementation Support, Performance Tuning
* IT Strategy, SCOM, Service Improvement, Service Delivery, Incident Management
* SCCM, Stakeholder Management, Budgeting & Cost Reduction, Technology Related Projects
* Leadership, Team Building, Synergy, Problem Solving, Communication, Analytical & Interpersonal
* ITIL V3 foundation Certified, Technical & Operational Planning, Planning & Organization Skills
* Computer Skills: Microsoft Office suite, System Center & Automation tools, SQL database, Sharepoint

TECHNICAL & CORE COMPETENCIES

* Building a strong Project Management Methodologies across the assigned projects, portfolio that results in value creation.
* Arranging and managing agreed periodicity of QBRs (Quarterly Business Reviews) and executive connects.
* Identifying and driving cost rationalization and asset optimization opportunities across the IT landscape.
* Identifying and driving co-creation opportunities in joint collaboration with partners.
* Monitoring the governance framework across the assigned portfolio.
* Demonstrate superior stakeholder management skills and ability to orchestrate projects and defuse escalations, leading to successful outcomes. Program management responsibility as and when required.
* Adept in implementing, designing and migrating IT technologies that includes MS technologies.
* Comprehensive knowledge of Data analyzing and knowledge of SQL 2008 R2, SQL 2012 R2 database administration.
* Proficient in installing, administration of Sharepoint 2010 and 2013.
* Strong knowledge of Active directory services, implementation and design and expertise in VB script.
* Attention to system design with a focus on functionality, ease of use, and security requirements
* Proven ability to deliver improvements that deliver greater value to the customer and business through more efficient delivery and lower costs.
* Innovative and driven, a consistent over-achiever, excellent coordinator and organizer and a responsible and efficient project manager.
* Adroit in collecting, manipulating and analyzing data, assessing and organizing data generated from research, customer relations or business relations.
* Ability to understand the business needs and propose a technology solution that addresses the associated requirements.
* Extensive migration experience, including Exchange, Active Directory and various OS migrations

PROFESSIONAL EXPERIENCE

**Ltd, Dubai, UAE Jun 2012 – Present**

**Project Lead**

**Projects to Credit:**

* Dec 2015 - Present: Project Lead, End-to-end Planning, Migration and implementation of System Center Orchestrator (SCORCH)

**Client:** MDCBMS, Abu Dhabi.

* Feb 2015 - Nov 2015: Project Lead, End-to-end Planning, Migration and implementation of SCCM/SCOM

**Client:** SRTATA, Abu Dhabi.

* Jan 2013 - Jan 2015: Project Lead, End-to-end planning, implementation and design of SCOM 2012 R2, SCCM 2012 R2

**Client:** Mubadala, Abu Dhabi

* Jun 2012 - Dec 2012: Project Lead, POC for SCOM 2012 R2 implementation

**Client:** NewZealand Telecom Ltd, Bangalore

**Key Responsibilities:**

* Formulating, streamlining long term IT development and application strategies to align technology for project roll outs, management systems and end-to-end upgrade projects in system center domain.
* Overseeing the entire project life cycle including managing multi-phase/multi-dimensional/multi-resource projects to conclusion while maintaining high customer satisfaction for SCOM 2012 and SCCM 2012 projects.
* Implementing the required operational infrastructure, systems capability and connectivity with the necessary security, compliance and accreditation for on SCORCH 2012 R2 as per SIP/PIP and new technology introduction parameters.
* Planning and performing a Proof-of-Concept (POC) deployment of System Center Configuration Manager 2012 features, in support of managing devices and the user experience.
* Envisaging strategic, operational plans and optimizing planning variables to achieve business goals by fostering development of cutting edge IT initiatives.
* Leveraging efficient processes and tools and combining it with world-class infrastructure, high-quality and skilled resource base for achieving cost effective enhancements and scalable technologies.
* Managing staff work load, facilitating effective team interaction and leading people at remote locations as well as locally.

**Ltd, India Aug 2011 – May 2012**

**Sr. Engineer - Professional Services**

**Projects to Credit:**

* End-to-end architecture, design and implementation of SCOM R2

**Client Name:** Education First, Bangalore.

* End-to-end architecture, design and implementation of SCCM.

**Client Name:** Delhi University, IIT. (Premium University in India), Delhi

**Key Responsibilities:**

* Managed multiple IT Operations and Infrastructure projects concurrently, end to end; gathered requirements and defined success criteria based on agreed Purchase Order.
* Involved in advanced SCCM architectural design, documentation, and implementation to successfully converge configuration management solutions like of SCOM and SCCM technology with business objectives.
* Translated requirements into technical solutions and architectures and lead other technical team members in the delivery of client engagements.
* Resolved Incidents and Problems on day to day basis meeting Service line Agreements; spearheaded a team towards achieving project milestones via sharing knowledge and giving trainings
* Offered Subject Matter Expert to assist clients in choosing the right solution for their environment; and successful completion of POC (Proof of Concept) on SCOM, SCCM, SCSM creating a pathway of winning newer projects for the organizations.
* Provided technical leadership and guidance for project teams to develop and implement Microsoft Infrastructure Solution on SCORCH, Sharepoint.
* Customized training for clients on how to maximize SCCM technologies in their unique environment through technical sessions.

**Software Pvt. Ltd, UAE Aug 2010 – Jul 2011**

**Technical Consultant**

**Projects to Credit:**

* SCOM (2007)/R2 and SQL

**Client:** New Market International

**Key Responsibilities:**

* Implemented new technology and carried out 2nd line support, supported in resolving escalations for L1 team on SCOM 2007.
* Demonstrated superb technical competency, maintaining high availability systems and infrastructure and managing 500+ servers including Biz talk servers and SQL server and ensuring the highest levels of availability, performance and security
* Troubleshooting the issues faced after SCOM implementation; administered sharepoint services and organized weekly meetings for the team on updates of monitoring (SCOM) tool.
* Served as a key member of US Sales Force team, and part of DCO team (Data Centre Operations - US division as well as Queue manager of the escalation queue. (Q-DCO Offshore).
* Addressing alerts found in System Center Operations Manager and resolved incidents and service requests for the IT infrastructure.
* Measured team effectivity through SCOM alert and incident metric reports. Computed team metrics to the department management. Provided technical knowledge to the Operations Team on issue troubleshooting.
* Contributed to capacity and availability management, incident, problem and other ITIL disciplines.

**India Pvt. Ltd, India Aug 2009 – Aug 2010**

**IT Associate**

**Projects to Credit:**

* Active Directory Management

**Client:** Bristol Meyer’s Squib (BMS)

**Technologies Used:** SCOM 2007 and NETIQ

**Key Responsibilities:**

* Managed AD (Active Directory) services, resolved complex active directory issues and provided proactive solutions based on alerts\errors\event logs.
* Supervised accounts and specified permissions based on Windows SharePoint Services technology.
* Empowered service desk techs to work efficiently and to solve problems and better time-to-resolution stats for issues including wireless connectivity, password reset, slow connections and correct permissions to the users.
* Established user to login and led associates though change initiatives to drive positive business performance and results, and acted as a catalyst for change.
* Kept abreast of all organizational upgrades and products, supervising software use licenses and liaising with technical departments to provide technical feedback and maintain full technological functionality.

**Pvt. Ltd, India Oct 2007 – Sept 2008**

**Associates IT Helpdesk Analyst**

**Key Project:**

* Help-desk Monitoring

**Client:** Symantec Corporation India Pvt. Ltd.

**Technologies:** BMC Remedy, SCOM

**Key Responsibilities:**

* Supported customers on new application/software deployments/servers by analyzing the network characteristics of applications, assessing impact of these services on the network and, verifying they function efficiently.
* Provided troubleshooting support and administration of computer systems and networks for end users and as well as customers.
* Provided prompt responses to questions from employees- troubleshoot, diagnose and resolve problems related unplanned outages and escalated issues to NOC (Network Operation Centre) team that support the environment from onsite.
* Ensured compliance with SLA for the project, delivered support in accordance with established processes and document incidents and remedies.
* Compiled reports to track customer churn, personnel performance and adherence to established service-level targets.
* Communicated clearly and frequently on the process/progress of any requests/incidents.
* Delivered effective resolutions by demonstrating an in-depth knowledge of all technologies supported and maintained.
* Rapidly learnt new technologies and adapted to any changing requirements/environments.

**Other Professional Experiences:**

* Sept 2008 - Aug 2009: Sr. Service Desk Technical Support Officer, Mphasis Pvt. LTd.

- Resolved the maximum number of issues, resulting in a reward for the organization.

* Feb 2007 -Oct 2007: Technical Support Office, Convergys India Pvt. Ltd.

- Instrumental in Windows Software Update Service (WSUS) and resolving issues on server features and operating systems.

* Jul 2006 -Dec 2006: Trainee SAP MM Consultant, Universal Spices private Ltd.

- Rolled out the first SAP project of the organization from various verticals including PP (Production Planning), FI-CO.

EDUCATION

**Dr. Baba Saheb Ambedkar Marathawada University in Osmanabad, India June 2005**

Bachelor’s degree in Electronics & Telecommunication

PERSONAL INFORMATION

* Nationality: India
* Gender: Male
* Marital Status: Married
* Birth Date: 07 December 1980

**First Name of Application CV No:** **1657284**

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