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**Transition & Project Management**

**Geo**

OBJECTIVE

To leverage my hands on knowledge, experience and core competency, to enhance efficiency of Information Technology driven Business Infrastructures to create Service Management mechanisms through ITIL standard driven approach for performance enhancement, Process Automation and transforming the Information Technology platform from a cost center to a profit center as a end result.

STRENGTHS

* Transition Management Project/Program Management,
* Prince2 & ITIL V3 Certified,
* Transitioning Service- IT Managed services,
* Best understanding of IT Managed Services & Solutions,
* Implementation & Improvisation of ITIL Process,
* Service Delivery Management. SDLC.

SUMMARY

* An experience of over 8 years + in IT managed services,
* Leading Transition and Project Management,
* Managing and implementing complete ITIL Delivery life cycle,
* Problem Management & Trend Analysis for Performance Optimization of Infrastructures and Process Improvisation for better Service Management
* Achieved client comfort and controls through committed deliverables, effective communication, commitment management, project management, Knowledge Sharing, value addition and suggestions on technology fine tuning/ utilization and MIS reporting.

TECHNICAL QUALIFICATIONS & SKILLS

* PRINCE2 Certified (Project In Control)
* I.T.I.L V3 Certified (Information Technology Infrastructure Library)
* MCSA 2012 certified and MCITP 2008 Trained
* Lotus Domino ver8 and Exchange Server 2010/2013 Trained
* Diploma in Hardware & Networking from Wipro (also known as Karrox Technologies Ltd)
* CCTV / IP Cam Certified

1. **Eagle Eye Smart System – Abu Dhabi,UAE**

HIGHLITED PROFESSIONAL EXPERICANCE

**IT Executive –Operation**

**October 2015 – current**

1. **Bee Pee Tours & Travels – Cochin, India**

**Senior IT Executive – Project & Operation**

**March 2014 – August 2015**

1. **Omnitech Infosolution Ltd – Bangalore, India**

**Manager Transition and Projects**

**February 2006 – February 2014**

**Objective / Role & Responsibility**

**Objectives:**

* Meet customer expectation during project takeover and receive higher customer satisfaction.
* Meet all the milestones of the projects.
* Lead Transition and Project team & make future leaders.

**Role**

* Lead Transition and Project Management for Managed Services.
* To ensure all Transition projects are executed within the time frame complying with required Quality standards and customer satisfaction.
* Consultative role during presales solution architecture design.

**Responsibility**

Project Phases: Presales →Project kick off →AS IS →Resource mobilization →Shadow-Knowledge transfer →Process optimization →Stabilization & governance →Hard live →Monitor Audit.

**Transition & Projects:**

* Review all the project governance, team review with the transition and project managers. Daily, weekly, monthly.
* Defining and improvisation of Transition and project management process as per the industrial standards (ITIL).
* Responsible for project kick off and closure meetings.
* Manage risk during service transition
* Project budgeting – 0 Over run projects
* Capability building of the team
* Monthly Steering committee meeting to update management about progress of Transitions, satisfaction levels of the customer and improvisation plan in case of any ambiguity.
* Accountable and responsible for the team performance, making sure everyone excel to the projects and achieve highest level of customer satisfaction.
* Conducting awareness programs for the team on any modification in the process, new joining in the team making sure he/she has undergone the departmental induction and understood the transition process and documents. Capability building of the team.
* Maintaining the interlock mechanism between sales, presales & delivery.
* Make sure that all the projects are undergone the standard process as per the ISO standards of Omnitech (Asses, Plan, Design, Implement, Manage, Audit.)
* Make sure that AS Is phase is taken over and Present Mode Of operations have started with soft live.
* Make sure that project managers and team managers are preparing the documentation as per the standard set of documentation. Validating the quality of the document.
* Making sure that project managers during the projects are undergoing proper knowledge transfer from the customer and vendor if any and the downloading the same to resources.
* Making sure that project managers have on boarded all the back end team who are involved in the project.
* Making sure that the projects during transition period are brought under stable state and then handed over to BAU. ( SLA monitoring and process reengineering )
* Making sure that all the milestones of the projects are achieved with in target dates and the same are being signed off with the customer.
* Making sure that once the transition/project is completed, handing over the project ceremonially to BAU team.

**Presales/Solution architect:**

* Act as a consultant during solution architect of any managed service project @ presales stage.
* Making sure SOW is aligning to the RFP-RFQ.
* Making sure the SLA are well mapped with the SOW.
* Risk identification and mitigation strategies during presales stage.
* Provide input line for assumptions and exclusion during solution design based on the past projects experience
* Preparation of high-level transition plan with targets dates, assist project managers, transition executives to define the WBS in details.
* Provide transition leadership and support for new business opportunities (mega deals, complex and/or global) - at customer meetings, presentations, reviews, crafting transition and communication plans and so on demonstrating expertise and trustworthiness and helping bid teams achieve competitiveness and responsiveness.

**Major Case studies National & International**

***Retail***

1. **Reliance Petro (IT and SLP equipment support)**

Support for the business units of reliance retail& petro PAN India,

The client infrastructure is spread across 13 towns and cities with 1000 + Fuel Pumps.

***BFSI***

1. **IDBI (Industrial Development Bank of India)**

**Scope:** Managed Services End User Support Services (EUS) with service desk, AMC

**No. of location:** 800+ branches PAN India.

**Inventory Supported:** 26000+ (16000 Non Comprehensive support / 10000 Comprehensive supports)

**Tools used:** BMC Remedy

**Team Size Transited:** 120 resources (combination of service desk and desk side engineer, PM, TL)

**Customer core requirements: –** Improved SLA for End User Support Systems, take over the account in 10 days time. Team of 40 Centralized service desk at Navi Mumbai location.

**Transition strategies-**2 transition executives at 2 major location of the bank in Mumbai with 1 transition manager leading the project. Use of ELTP resources to take over the project in 10 working days. Separate project organization for focused operation. Full proof stock planning and stocking at major customer branches and Omnitech branch offices pan India.

**Achievements:**

Successfully deploy 120 resources within 10 days.

1. **SIDBI (Small Industrial Development Bank of India)**

**Scope:** Managed Services for DC Management (24x7), End User Services (EUS), AMC

**No. of location:** 90 Locations (Pan India)

**Inventory Supported:** 15000 End Points, 200 Servers, Network

**Tools used:** HP OV

**Team Size Transited:** Desk side Engineers - 50 & 120 FTEs, Application Management Team 10 DC Administrators & Operators 10, Central Service Desk 8, project Management & Governance6.**Customer core requirements: –** Application Management for Flex cube, Web- sphere, Oracle DB2 databases, Start of Day (SOD / End of a Day (EOD ) Process Management, Infrastructure Support - Server / Network Monitoring & Management

**Achievements:** Project transitioned from incumbent vendor in 4 weeks seamlessly. Process implemented for DC management.

1. **BSLI (Birla Sun life Insurance)**

**Scope:** AMC

**No. Of Locations:** 500+ Locations PAN India

**Inventory Supported –**15000 + (desktop, laptop, Network, Server devices)

**Tools Used –** Omnitech tool (as the support was from Omnitech global helpdesk)

**Team Size –** Shared resource of Omnitech Global Helpdesk

**Customer Core Requirements:** Improved SLA for hardware support.

**Achievements –** Seamless Due Diligence of the assets well planed stocking and reverse logistics, strong IM process.

***Transport***

1. **SMRT (Singapore metro Rail Transport)**

**Scope:** Managed Services – Service desk Implementation

**No. of location:** Singapore HQ and Main depot

**Inventory Supported:** 3000 + users

**Tools used:** HP OV Service center

**Team Size Transited:** Service Desk TL 01, Service Desk Agents 04, Deskside Support 02

**Customer core requirements: –** Improved SLA for End User Support Systems for their user, ITIL based service desk process implementation. Wanted to have process driven service approach rather than people dependent. Singapore local candidate required.

**Transition Period –** 1 month transition, 1 month stable state management

**Achievements:** Successfully deployment of resource, site improvisation plan, more business.

Professional course undergone

* Time Management
* Communication Skills
* Email Etiquette
* Presentation Skills

Educational credentials

Bachelor of Science in Information Technology from Mumbai University, Maharashtra, India.

Rewards & recognition

* Certification of recognition - Best Performance of the year 2010
* Certification of recognition - Best Team of the Year 2008

**Nationality** – Indian

Personal details

**Religion** – Christian

**Sex** – Male

**Passport** – Yes

Current CTC - 4,000Dhs

Notice Period - Immediately

Thank You

Geo