Rupesh.324010@2freemail.com

**RUPESH**

**Objective**

**Seeking senior level assignments in IT Support, Service & Project Management, Production Management and New Product Development & Launch with an organization of repute**

**PROFESSIONAL ABRIDGMENT**

* A dynamic professional with nearly 14 years of experience in:

~IT Services ~Service & SLA Management ~Production Planning & Control

~BCP and DR ~Network Administration ~ERP Implementation & Support

~Technical Support ~New Product Management ~Infrastructure & Data Centre Management

~Helpdesk Implementation ~Client Relationship Management ~IT Policy Development & Implementation

* Presently associated with Omatek Ventures Ltd. Lagos as Group CTO.
* Deft in analysing processes & workflows, assessing their efficacy relating to business plans & goals and suggesting re-engineering / simplification solutions.
* Adept at handling a separate team working on projects of implementation of solar, UPS, inverters and energy solutions ( complete power solution).
* Experienced at administering manufacture of solar panels and the production of desktops, laptops, servers, tablets.
* Gained knowledge in management of entire IT operations with experience in setting up / maintaining networks & networking devices administration and helpdesk, ITIL & SLA management
* Expertise in streamlining the Mail Hosting Services, Backup Processes and designing D R Site
* Hands-on-experience on Cisco Switches and Routers and good exposure on Server Management, Desktop Management, Network Management, SAP Basis, Service Desk Implementation, ITIL Process Implementation

**CORE COMPETENCIES**

* Looking after SLA management activities, ensuring that deliveries are made as per the committed schedules
* Interfacing with clients and maintaining relations with them for ensuring continued & repeated business
* Administering implementation of ERP - SAP, BAAN & ISCALA
* Looking after production of desktops, laptops, servers, android tablets.
* Managing activities of service desk delivery, vendor development, desktop & asset management.
* Handling system / capacity / release / incident & continuity management

**TECHNICAL PURVIEW**

* Well versed with:
	+ Exchange Server 5.0: HP Net Server E 800, Windows 2000 with SP-2 SP-4, HP NET Raid SCSI

Drive, Disaster Recovery, Firewall, Bridgehead Server, POP3 Connection

* + SMS Server: Software Dumps on Servers, Connectivity with clients (USP 28/29, BP 2004/05,

IP2004/2005)

* + Data Server: Compaq Proliant ML 350
	+ Antivirus Server: Norton’s Antivirus Server / MacAfee Antivirus / Symantec and Node 32
	+ Linux Server: Regular Backups, to maintain applications based on Linux
	+ Desktop Management: Configuring OS (Win XP Home/ Prof.) Windows 2000 and 98
	+ Others: UNIX, File, AIX & Citrix Servers and Installation of VNC on Server

**EMPLOYMENT CHRONICLE**

**Since Nov ‘12 Omatek Ventures Ltd., Lagos as Group CTO**

**Role:**

* Handling the Production for assembling of Desktops, Laptop,, servers Speakers and Tablets
* Monitoring day to day Production, Procurement of Spares, Supply Chain Management, etc. for factories located at Lagos & Ghana
* Heading a division of Service Centres across Nigeria, Ghana, Ethiopia, Mozambique and some parts in Central and Southern Africa
* Setting up a service & resource centers, supervising the operations and controlling Supply Chain Management
* Procuring spares and raw materials locally & internationally, at times even directly from parent companies like Intel, Microsoft, Foxcon, Clevo, etc.
* Supervising implementation of SAP & spearheading a small division in Singapore which deals in procurement.
* Handling a separate team working on projects of implementation of solar, UPS, inverters and energy solutions (complete power solution) Implementation done for government and corporate projects
* Looking after manufacture of solar panels
* Evaluating the product and negotiating in the cost & warranty
* Implementing Centralized ITIL based helpdesk internally as well as externally
* Heading a small division of FMS which service the clients on SLA basis

**Highlights:**

* Handled Large Projects for Government and Corporate Sector - Police, NSE and Shell, Mobil & Chevron across Africa
* Successfully handled website designing
* Efficiently upgraded and stabilized the network infrastructure
* Implemented and streamlined Mail Hosting Services & ERP System (SAP) and CRM Package & ITIL Process for IT Operations
* Ensured Supply Chain and Continuity Management
* Developed Centralized IT Procurement System
* Successfully established Services Centers in 5 different countries (Nigeria, Ghana, Ethiopia, Mozambique, etc.)

**Sep’09- Sep’12 Athi River Mining Ltd., Nairobi as IT Head**

**Role:**

* Centralized the ERP System and accessibility through Web console
* Re-implemented ERP System (Scala)
* Decreased the communication cost for Internet Network, BB and Cellular Communication
* Developed Intranet Site for daily operations, communication, record purpose, HR & Payroll System
* Implemented Vehicle Tracking System
* Streamlined IT and Network Infrastructure Management across 9 locations in Kenya and South Africa
* Conducted surprise IT Audits.

**Highlights:**

* Successfully implemented:
	+ MPLS and VPN Network
	+ Online Back-Up Processes
	+ IT Security Policies
	+ V-Con System for 6 different locations across Kenya and South Africa
	+ In-House Dash Board Management System for reports
	+ CCTV, Attendance & Biometric Security System across the Plants
* Efficiently handled Disaster Recovery Drills
* Played a key role in administering machine automatization for the cement plants
* Recognised for deploying an application SCADA for the process management system in cement manufacturing

**Oct’08 -Aug’09 Quantum Advisors Pvt. Ltd., Mumbai as Senior Manager - IT**

**Role:**

* Migrated and maintained the availability of websites and implemented ITIL based helpdesk and policies
* Streamlined the Mail Hosting Services, Backup Processes and designed D R Site
* Migration of mail hosting services

**Highlights:**

* Supervised IT Communication Cost Reductions Programs and successfully handled maintenance of ERP System
* Monitored Infrastructure management across 14 locations in India

**Jun’07-Oct’08 Wipro Infotech, Pune as IT Manager for SEZ Location**

**Role:**

* Led a team of Server Engineer and maintained maximum uptime of servers for ODC & Wipro Projects
* Provided 24X7 Support and managed SLA Parameters like Threshold, Repeat Reopen, PM, Response, Resolution, CSAT & etc.
* Ensured smooth operations of helpdesk through resolving escalations, process improvement, coordination with different teams and by timely updates to the client & users
* Prepared weekly reports for internal teams for analyze improvement & suggested action plan accordingly
* Analysed the SLA achieved parameters and the action plan for violations, etc.

**Highlights:**

* Efficiently followed ITIL Processes like Problem Management, Incident Management, Change Management, Asset Management, Service Desk Management, Release Management, Capacity Management, Continuity Management, DR Drills, etc.
* Successfully negotiated in cost and conducted monthly meetings with service providers, contract renewals, etc.

**PREVIOUS EXPERIENCE**

**Feb’07-Jun’07 (Hutch) Trimax Computers, Mumbai as Program Manager**

**Jun’06-Feb’07 PCS Technology, Mumbai as Project Manager**

**Jul’05-Jun’06 Wipro InfoTech, Nashik as Site In-charge (Franchise Roll)**

**Mar’04-Jan’05 Wipro Spectramind, Powai, Mumbai as Helpdesk Associate and L2 Engineer for Dell Support (Franchise Roll)**

**May 02-Mar 04 R D Data Systems, Nashik as Engineer Computer, Networking & Administration (Chanel Partner for Wipro, on Franchise Payroll)**

**SCHOLASTICS**

* Diploma in Computers from K K Wagh College of Engineering, Nashik (MSBTE), with 62% in 2002
* 12th from KTHM College of Science, Arts and Commerce, Pune University with 60% in 2000
* 10th from Boys Town Public School, Nashik with 63% in 1998

**Other Credentials:**

* Marketing and technical sales for Wipro InfoTech for north Maharashtra and Gujarat.

**PERSONAL DETAILS**

Date of Birth : 30th April, 1980

Languages : English, Hindi, Marathi and Gujarati

**(Please refer below annexure for Part-Time Assignments, Membership and Training)**

**ANNEXURE**

**PART-TIME ASSIGNMENTS**

**1998-2000 Cisco Systems, Nashik as Network Administrator and Faculty**

**2000-2001 Macinfo, Nashik as Quality Analyzer (Medical Transcription Unit)**

**MEMBERSHIP**

* Served as Member of CAN (Computer Association of Nasik)

**TRAINING**

* Attended ITIL Training in Wipro Infotech while working in the organisation

**COURSE ATTENDED**

* Attended Foundation Course on PMP for 35 hours