**SWARUP**

[**SWARUP.336798@2freemail.com**](mailto:SWARUP.336798@2freemail.com)

***Seeking senior level Managerial assignments in IT Program Delivery/ Service Management / Infrastructure Mgmt. with a growth oriented organization***

**PROFESSIONAL SYNOPSIS**

* A dynamic professional with **nearly 20+ years** of rich experience in Delivery & Managing IT operations for large scale multiple technology programs for overseas (India/ Gulf / Africa) & indigenous clients spread across different verticals like Corporate, Retail, Government, Manufacturing, Telecom, Financial institutions, etc.
* Expertise in mapping requirements of global clients as well as the different Stakeholders, Partners, Service Providers, Vendors, Business Units, functioning as single point of contact for delivery; assisting in developing, transitioning, and customizing process, offering solutions in line with guidelines specified by the client.
* Adept in implementing a framework of ITSM, quality standards (ISO & Six Sigma) and overseeing smooth implementation of the projects till closure involving client accounts, managing overall global delivery frameworks for large enterprise applications within operational best practices as well as various project lifecycle models.
* Comprehensive experience in designing systems for change management in IT program / Service Management Framework / infrastructure operations entailing mapping requirements of clients as well as different stakeholders, custom designing solutions (process / product), ensuring business functionality adherence & enhancing competitive advantage.
* Insightful knowledge of process optimization, cost control and revenue maximization from various technological / business solutions.
* Excellent in managing preparation of technical & commercial proposals / presentations, driving growth, generating revenues and enhancing the value in domestic & international markets.
* Deftness in managing Infrastructure of large data centers and service delivery operations over a large user base with comprehensive knowledge of setting up and maintaining disaster recovery center operations.
* Developed competency in establishing performance-driven culture that ensures accountability and personal ownership, recruiting, developing, training and motivating teams, to help them succeed achieve goals profitably and maintain deliverables as per the SLA & SOPs; possess a flexible & detail oriented attitude.
* **ITIL V3 Foundation, BS7799 implementation, Internal ISO Auditor, COBIT 5.0 Foundation, COBIT IT Governance Implementation, PMP certified.**

**OTHER KEY SKILLS**

Strategic Planning Program Management Process Rollout / Mgmt.

Audits & Compliances IT Operations/SOC Operations Infrastructure Outsourcing

Risk Mitigation & Control Transition Management Project Management

Budgeting & Cost Control Resource Management/Optimization IT Service Management

**PRESENT WORK EXPERIENCE**

**Landmark Group (Retail) Since Mar’12**

***As Senior Service Delivery Manager, Infrastructure (GCC & KSA)***

**Key Deliverables**

***Strategic:-***

* Responsible for developing, implementing and managing a cost effective operating model across the regions and Group catering to 24/7 standardized IT Operational service in Infrastructure Domain aligning the same to Global best practices & initiatives.
* Contribute to the development of Group-wide IT Infrastructure strategy, along with Sr. Management, ensuring alignment to the objectives and strategy of the organization.
* Participate, as and when required, in the development of the policies and procedures framework that will allow the function to effectively meet its objectives and targets, in line with overall IT policies and procedures, and the Group’s strategy and direction
* Prepare detailed IT Infrastructure budget (both OPEX and CAPEX), and accordingly control expenses, ensuring it stays within its operating budget
* Presently working with the Governance team to establish the PMO function and consolidated Service desk, Service Management catalogue and dashboards across the Enterprise within the COBIT framework.
* Build shared services model across business units of the Group for IT Infrastructure support, align processes and working models.
* Prepare, analyze and report on IT support and service delivery performance, in terms of defined SLAs /KPIs, Systems performance, end user experience and overall effectiveness.
* Liaise with business stakeholders to understand their requirements and ensure alignment, Quality and efficiency of IT support. Build excellent working relationships with key Internal IT, Business Services and leaders and capture the needs in the form of a Demand Management.

***Functional:-***

* Responsible for Managing and operating the Infrastructure of all central services ( Oracle Retail, Supply chain portal, CRM, EBS, ER, Intranet/Internet, Lotus Notes mails and collaboration, Blackberry services, Telephony, etc) from Data Centers & DR centers.
* Responsible for End User Services and Service Desk. Supervise and coordinate help desk call and response distribution by configuring distribution, determining staffing, reviewing unresolved IT complaints and follow-up, monitoring customer response status etc to ensure that the required help desk services are provided in a timely manner.
* Responsible for Project Management for multiple Infrastructure Operational Projects through internal and vendor teams across the Group and ensure continual reviews.
* Day to day Operations on Infrastructure Domains like Operating systems ( Wintel, Linux, AIX), Storage ( IBM and HP), Networking, Security, Backup( TSM), Telephony, Databases, VMware, Email and collaboration and DC/DR Facilities , its associated tools and Processes.
* Manage outsourced vendors for Managed Security services (MSS) operations. Review the dashboard on daily basis and fine tune the tools and processes for SOC Operations.

***Service Provider Management:-***

* Manage the performance of outsourced IT services and ensure that services provided are as per the Service Level Agreements (SLA’s) agreed with service providers that meet Landmark and BUs requirements.
* Develop and optimize IT Service Delivery models and functions.
* Manage IT Security Operations for the Group through a offshore Delivery Model with outsourced vendors.
* Managing Microsoft O365 migration and Cloud based service Delivery and their SLAs.
* Review the operating procedures, refine/ develop effective and efficient service delivery framework in consultation with users of IT services & in/out sourced supplier of services and implement SLAs to service business requirements with minimum interruptions or downtimes
* Implement Industry Best Practices in sync with the outsourced vendors.

***IT Service Management:-***

* Establish and manage SLA/SLO with business stakeholders defining the roles, responsibilities, and expectations for IT capabilities across all IT teams with respect to service support.
* Ensure consistent communication of all IT SLAs, service delivery policies /procedures and other aspects across the group.
* Implement Service Support & Delivery processes like Incident, Problem, Change, Release, Configuration, Capacity Planning, Availability, Service continuity, Demand Management and IT Financial processes
* Design, implement, and manage KPI reporting to measure the quality and effectiveness of IT systems and support.
* Design and Implement ITSM policies and service catalogue for the Group IT.
* Work with the Internal Audit team to implement IT Policies, conduct Risk Assessment and build ISMS policies.
* Kick starting COBIT implementations.

***Resource Management:-***

* Guide and mentor subordinates to enhance performance and produce quality work, and ensure that they are continuously developed for higher level roles.
* Prepare Training calendars for all team members and ensure that it is followed. Encourage team for technical certifications.
* Develop a culture of teamwork, resilience and high performance.
* Set KPIs/targets for Work management.

**Highlights:**

* Successfully Outsourced IT Operations with Tier I IT Company with an onsite/offshore Delivery Model and operational since last 27 months delivering key SLAs as per the contract. Have implemented outsourcing as Phase 2 across KSA operations.
* Renewed the contract with revised Operating model successfully for a period of 3 years with revised SLA and terms.
* Have successfully kick started the Managed Security Services with an outsourced vendor.
* Worked closely with top management in aligning Support framework and resource optimizations.
* Delivered consistent SLAs and 90% CSAT from an infrastructure Operations.
* Delivering on multiple Operational projects like successfully upgraded the facilities of both DC and DR with minimal downtime and strong Project Management.
* Successful delivered and rolled out one of the largest O365 migration project from Lotus notes for 12000+ users for the Group and GCC countries.
* Initiating Group wise ITIL and COBIT implementation, Capacity planning exercises.
* Worked closely with KPMG team in implementing ITIL Service support and delivery processes.

**Wipro Infotech Since Jul’00**

**Growth Path**

**Jul’00 - Dec’00 Sr. C.S. Engineer / Account Manager, Kolkata**

**Jan’01 – Sep’03 Program Manager (Haldia Petrochemicals Limited, Kolkata (All India Basis), UTI**

**Bank Eastern Region, KPMG East).**

**Sep’03 – Jan’05 Program Manager (PricewaterhouseCoopers, Kolkata).**

**Feb’05 – Jun’07 National Operations Manager - IMG (WT/WI), Bangalore.**

**Jul’07 – Dec’10 Service Delivery Manager (Clients in Dubai).**

**Dec’10- Feb’12 Program Head- PMO, Dubai based**

***As Program Head- PMO (Telecom Client, Africa)***

**Key Deliverables**

* Spearheading responsibility for managing the gamut of operations pertaining to transition of the shared services as well as centralization of the delivery across 5 African countries for a Telecom client.
* Directing efforts towards setting up of Central Service Desk, Central Command Centre for monitoring, employee rebadging and documenting all the 16 ITIL processes (operations and delivery), data center and DR setup, DC consolidation as well as optimizations in various phases.
* Overseeing contract finalizations and liaising with the pre sales team in drafting SOW, SLA, KPIs as well as other contractual terms and conditions for this multiyear agreement.
* Steering activities of the transition team in setting up the above in all the 4 countries right from KAP to handing over to the Operations team.
* Guiding a team of over 30 members during the transition for different delivery streams including Project Managers.
* Functioning as an escalation point and SPOC from Wipro PMO.
* Handling Service management functions like Capacity planning and Availability management, implementation and roll out of new projects, Transformation initiatives and plan, drive Service improvement plans in Operations, Data center Optimization and consolidation projects across all countries.
* Responsible for achieving Service Delivery KPIs as per the contract.
* Responsible for implementing and roll out of various EMS tools for ticketing, alerting and monitoring as per the contractual requirement.
* Responsible for establishing local partnership with different IT vendors in these African Geos for leveraging on IT and logistical support.
* Responsible for managing the Project Mgrs and reporting/reviewing their project plans on regular basis.
* Conduct Weekly and Monthly Governance meetings with the management stakeholders from the client, review performance of the engagement and take necessary actions.
* Farming business in the account on the services front as well as increasing the wallet share.

**Highlights**

* Distinction of receiving the Best Transition Award for Q4 across India, Gulf & Africa in achieving transition milestones under stringent timelines.
* Accomplished successful expansion of the wallet share within short duration in the project with additional business.

***As Service Delivery Manager***

**Highlights**

* Managed:
  + Infrastructure services in Gulf and Africa for managing IT Infrastructure of various clients as well as ensuring effective and uniform service delivery.
  + Clients across Government, Financial (Banks), Automobile Sector, Telecom (Gulf and Africa) as well as the manufacturing verticals.
* Handled revenue worth 15Mn USD across all the accounts alongwith overall profitability, billed for operations in the respective accounts.
* Guided a team of total of over 300 members across the region for Managed Services (direct and indirect) with Program Managers.
* Initiated:
  + Measures for PMO programs (VIP support, Service Desk, Risk Mitigations, Risk Avoidance, ORSA, , etc.) in different accounts on a calendarised basis towards ensuring delivery improvements.
  + Implementation of Quality Management System in all SLA driven accounts along with the responsibility for internal and external audits (ISO 20000) on the delivery conducted across accounts by external auditors.
* Successful in:
  + Increasing the revenue for managed services over the last 2 years.
  + Achieving more than 95% customer satisfaction in all accounts of service delivery.
  + Conducting the 1st ISO 20000 external audit in Dubai conducted by DNV auditors.
  + Renewing multiple accounts for next year due to the satisfied customers.
* Implemented new processes for handling T&M accts with revenue of more than 2.5Mn usd.
* Distinction of receiving Best CSAT Award for the Q3 in the region across India, Gulf & Africa.
* **Jul’07 – Sep’09**
  + Primarily handled RTA assignments alongwith other small banking accounts.
  + Managed a team of over 70 members and handled the entire IT Infrastructure support for Roads and Transport Authority, Dubai (onsite and offshore).
  + Successful in renewing the managed services contract for one year till June 2010.
  + Responsible for a 3 tier Service Delivery for all clients (a combination of off shore through Remote Delivery Center, My Sore India), near shore (Service Desk DOZ Dubai) as well as the onsite support.
  + Implemented a 40 seater Service Desk for catering to various clients remotely from DOZ Dubai. Currently Remote Service desk Operations are managed for RTA.
  + Controlled and managed IT SLA Management, Service Desk, Incident Management, Problem Management, Change/Configuration Management, Release Management, BSM, Financials, Asset Management, Vendor Management as per ISO20000 guidelines.
  + Defined KPIs for all ITIL deliverables for each of the customers and guided the team in achieving the same on an ongoing basis.

***As National Operations Manager - Infrastructure Management Group (IMG - WT/WI)***

**Highlights**

* Managed:
  + The location operations for all locations of Wipro Ltd. as well as ensured effective and uniform service delivery.
  + More than 60 locations across India with a total of around 450 direct and indirect reportees.
  + Over 45,000 desktop support across all locations and development centers of WT and WI.
* Coordinated with:
  + Business and other LOB to provide high quality, real time on floor technology support leading to high availability of network, systems, and applications.
  + Central NOC team for network management support.
* Controlled & managed all ITIL processes as per BS15000 guidelines as well as all the process in line with the

ITSM standards.

* Successful in achieving more than 95% customer satisfaction in transactional surveys at various locations.
* Undertook cross functional reviews with Network Team, Server Team, Security Team, Problem Management Team to sort out issues on an ongoing basis.
* Functioned as the Process Owner for problem management in IMG.
* Gained adequate knowledge on CA Helpline Tool, CF1 (control F1 for Remote Management), E-asset for

asset management.

* Reviewed the remote management services from certain locations as a part of service desk and their FTCR (First Time Call Resolution) effectiveness.
* Looked after activities pertaining to:
  + The asset towards attaining 100% database updations in CMDB as well as software license tracking; conducted regular audits through asset team for compliance check.
  + Operational staff’s execution of NAV/Patch updations (SUS) as per defined process in all systems for all locations.
  + New ODC infrastructure; coordinated with PMO team for transitioning projects into new centers.
* Conducted internal BS15k/7799 audits for the various functions and locations through internally developed audit teams in continuous improvement and compliance.

***As Program Manager (PricewaterhouseCoopers, Kolkata)***

**Highlights**

* Successfully managed their IT infrastructure under Wipro’s Manage IT Services Division (Infrastructure Services Division) throughout their 15 offices across the country.
* Handled a team of 42 Certified Engineers.
* Ensured call centre technical sustenance for Airtel Kolkata and West Bengal Circle operations.
* Guided a team of 3 Nortel Certified Engineers for service delivery.
* Coordinated between various technical teams like Lotus Notes Mail Management Team, Network Team, Desktop Support Team, Operations Group on a 24\*7 basis.

***As Program Manager (Haldia Petrochemicals Limited,Kolkata (All India Basis), UTI Bank Eastern Region, KPMG East)***

**Highlights**

* Managed clients like Haldia Petrochemicals Limited, Kolkata (All India Basis), UTI Bank Eastern Region, KPMG East.
* Gained knowledge on Lotus Notes Mail System, E-Trust Firewall, IIS, Security, VSATs, Virtual Private Networks, Leased/ISDN Lines, Campus Network, Unicenter TNG Base Packs, Remote Management through NOC.
* Ensured Wipro’s strong hold on the account by functioning as the single point of contact for all IT related activities as well as by being a Strategic IT partner for the client.

***As Senior Customer Support Engineer / Account Manager***

**Highlights**

* Managed a Kolkata based client in ISP (Vedanth.Com) alongwith their IT setup.
* Administered Solaris activities of high end Web and Mail SUN servers for the ISP.
* Configured Netscape Mail Servers as well as their maintenance.
* Provided:
  + Backup strategies and incorporated redundancy methods.
  + Support of all Microsoft packages at the end user.
* Configured and maintained Checkpoint Firewall for the ISP as well as defined the policies.
* Maintained Cisco Routers for leased/ISDN Lines, RAS Server alongwith configuration of the VLANS.

**Other Highlights**

* **Distinction of receiving:**
  + **Wipro’s Chairman’s Award for Best People Manager for 2006-07.**
  + **Best Program Manager’s Award in Q2 in Dubai for 2007-08.**
  + **Best CSAT Award for the region in 2010 in Managed services.**
  + **Best Transition Award for Q4 for the Telecom client ( MTN) in Managed services.**

**PREVIOUS WORK EXPERIENCE**

**Caltiger.com, Siliguri, WB Jun’00 – Jul’00**

**Sr. Sales Executive**

**Highlights**

* Functioned as a Techno Commercial Executive for their node in Siliguri (an ISP setup).
* Handled techno sales in Siliguri node.
* Worked towards pre sales for Lease Line, VPN concepts, Internet Accounts as well as setting up of exclusive Caltiger Internet parlours in the city and it’s surroundings.
* Worked towards server hosting & web hosting with various customers, tie ups with educational institutions.

**Pecon Computers (P) Ltd., (Wipro Franchisee), Siliguri, West Bengal Oct’95 – Jun’00**

**Customer Support Engineer/Franchisee Executive**

**Highlights**

* Installed & maintained PC’s as well as peripherals.
* Provided support for:
  + Second / Third line for LAN/WAN for clients in the entire region.
  + LAN’s for over 50 nodes.
  + Compaq/IBM/Acer servers in Unix/Win NT/Novell environments & Solaris on SUN machines.
* Gained experience in working with VSATs as well as installation of the same at various corporate houses like Smithlkine Beecham, BPCL, Nestle from Bharti BT alongwith their maintenance.
* Distinction of receiving the VSAT training from Bharti BT Hub in Bangalore.
* Successfully implemented internet connectivity in dial up lines as well as leases lines.
* Managed financials for the franchisee through service related jobs.
* Coordinated with Wipro for escalation of issues and followed them up till closure.
* Functioned as a point of contact between the two organizations.
* Covered huge regions, various states/countries like Sikkim, Bihar and Nepal, Bhutan apart from covering the entire North Bengal.

**TECHNICAL KNOWLEDGE PURVIEW**

* Hardware : PC & Server on Wintel Platforms, SUN, IBM X/P-Series
* Languages : C, C++.
* Database : RDBMS Concepts.
* Operating Systems : Windows NT 4.0,95, 98, XP, 2000,2003,Windows7,2008,Novell, 3.11, 4.1, 5.0, Unix

SVR 4.5, SCO, Solaris, VMware, AIX, Citrix.

* Firewall/IDS : Checkpoint, ISA firewall, E-Trust, Blue Coat, Juniper, Stone gate, F5 Load Balancer.
* Messaging Applications : MS Exchange 5.x, Lotus notes R4.6/5, Netscape Mail.
* Networking : Cisco Routers, Switches, Nortel Passport, Switches, VPNs, WAN, LAN and VSATs.
* Storage/Backup : Tivoli Storage Manager, HP and IBM Storages
* Microsoft Applications : IIS, MS Proxy, DNS, SMS.
* Tools : CA Helpline tool, CA R11, E-helpline (ITIL Tool), Control F1 for Remote Management,

E-asset Tool for Asset Management, BMC Remedy, HP Site scope, HP NNM, Manage

Engine, BI Tools, SCOM, Big fix, SCCM.

* Quality : ISO 9002, 9001: 2000, ISO 20000 Standards, ISO 27001, Undertaken a Six Sigma

Project for Productivity Improvement.

**PROFESSIONAL ENHANCEMENTS (TRAININGS & CERTIFICATIONS)**

* Customer Engagement Skills.
* Interviewing Skills.
* Presentation Skills.
* Time Management.
* Six Sigma, DMAIC.
* LEAN Program.
* New leadership Skills.
* Service Delivery through PM Module in SAP.
* **Internal ISO Audit** Certification from QMI.
* Foundation Certification on **ITIL V3** in Service Delivery.
* **BS7799** Implementation Certification.
* **COBIT 5.0** Foundation certified
* Project Management Professional **(PMP) certified.**
* **COBIT IT Governance Workshop**
* Pursuing ITIL Expert

**ACADEMICS**

* PGDBA (Marketing) from Symbiosis Institute of Pune, 2002
* B.E. - Computer Science & Engineering from MSRIT, Bangalore University, 1995.