**MANOJ**

 provide photo

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**Best time to call :** 17:00 HRS - 21:00 HRS (IST)

**Personal Particulars**

**Date of Birth :** 08th March 1971

**Nationality :** Indian

**Gender :** Male

**OBJECTIVE**

* To strive forward in a challenging position in IT function by utilizing my knowledge, skills and experience of managing large scale projects, programs and operations to implement and improve overall delivery and integration to help leverage business and organizational values

**SUMMARY**

* Self-persuaded techno-functional professional with more than **20 years** of key commitment in managing Programs, Projects, Info Sec & IT Operations, Governance, Risk, Budgets, People, Partners and Processes
* Demonstrated strengths in Business Relationship Management and Stakeholder Expectation Management
* Comprehensive information of leading trans-national IT operations & production support teams for managing projects and operations
* Exhibited limits in managing large programs and complex infrastructure projects while working as Program Manager Technology with American Express and Group Head - IT Infrastructure at Tata Power
* Business savvy professional having proven capability of reconciling strategic objectives with operational realities
* Well Versed in managing Organization-wide Change Management and Business Process Re-engineering by formulating processes and rolling out systems
* Pursuant in Risk Management and compliance – info – security / Audit, SOX & BCP / DR implementation
* Worked on wide range of projects involving various technology domain e.g. Java J2EE, Tibco, Filenet, EDI, ACD/IVR/Dialer/Recorder & Cisco - Networking & Security products
* Keeping abreast with Digital Technologies and its applications for new age business challenges

**AVAILABILITY**

* Ready to relocate at the earliest
* Do not have a bond with current employer

**SKILL SET**

* Project Management
* Program Management
* People / Business Relationship
* Operation & Admin Functions
* Service Delivery Management
* IT Governance (COBIT)
* IT Infrastructure Management
* Procurement Management
* IT Strategy / Budgeting / Capex

**LANGUAGE SKILLS**

* Proficient in English

**EDUCATION**

* Masterof Business Administration (IT Systems), Symbiosis Institute of Telecom Management, Pune, India - 2000
* Bachelor of Engineering (Electrical Engineering), Bhagalpur College of Engineering, Bhagalpur India - 1993

**CERTIFICATIONS**

* Scrum Master (CSM) - 2012
* Information Technology Infrastructure Library V3 (ITIL) - 2007 & 2015
* Project Management Professional (PMP), Project Management Institute - 2015

**GLOBAL EXPOSURE**

* Worked with teams from United States of America and Singapore

**WORK EXPERIENCE**

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| --- | --- | --- |
| **Organization** | **Designation** | **Duration** |
| Tata Power Co. Ltd. | Group Head (IT Program Management) | Oct 2014 - Till Date |
| Tata Power Jamshedpur Distribution Limited (100% Subsidiary of Tata Power) | HoD (Commercial) | Sep 2013 - Oct 2014 |
| American Express India Private Limited | Program Manager (IT) | Jun 2010 - Sep 2013 |
| Agilent Technologies Inc. | Support Manager (IT) | Apr 2008 - Jun 2010 |
| Project Manager (IT) | Jan 2007 - Apr 2008 |
| ICICI Bank Limited | Manager - IT (Phone Banking) | Aug 2005 - Jan 2007 |
| New Delhi Power Limited | Executive – BPR | Sep 2003 - Jul 2005 |
| i2i Enterprise Limited | Key Account Manager | Mar 2000 - Sep 2003 |
| Malvika Steel Limited | Senior Engineer | Oct 1994 - Nov 1998 |

**Overall Responsibilities:**

* Program Management support for Enterprise Digitalization endeavor
* Overseeing whole IT Infrastructure of Tata Power taking into account the requirements of inward clients
* Leading assessment, appropriation and foundation of new technological advancements in Tata Power
* Overseeing implementation and usage of Info Security measures including Perimeter security, VPN, 2 Factor Auth and Privilege Identity Management
* Accountable for Data Centre and Network infrastructure (WAN and LAN) roll-out and management arranging and execution
* Procurement function - finalized specs and created several IT procurement documents (RFP / RFQ) and helped procurement team for appropriate selection of suppliers.

Rewrote ICT Infrastructure Management RFP document and led the effort in selecting appropriate supplier.

**ACHIEVEMENTS**

* Added to "Go-Green" initiative of the organization by implementing managed VC services and automating several manual process
* Brought and integrated entire customer service on Enterprise Network
* Created awareness among business units by way of conducting workshops and helped them in selection and prioritization of Digital initiatives. A total of 29 Transformational Digital initiatives (around Social/ Cloud/ Analytics/ Mobility / Robotics) were selected

**PROJECTS HANDLED (Representative List -from past two assignments)**

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| --- | --- |
| **Project** | Facilitate the organisational digitalization framework & initiatives |
| **Role** | Digital Evangelist to promote digital initiative of the organization **Client:** Tata Power |
| **Company** | Tata Power Co. Ltd. |
| **Description** | * Program Management - *Firmed up program objectives & benefits - planning and execution* * User Awareness session - conducted Facilitated workshops * Creation of standard templates and tools to capture, evaluate and prioritize ideas around digital initiatives * Submission of report along with recommendations to Top Leadership |

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| **Project** | Implementation of Managed Video Conferencing (VC) services |
| **Role** | Added to "Go-Green" initiative of the organization **Client:** Tata Power |
| **Company** | Tata Power Co. Ltd. |
| **Description** | * Project Management *- Initiating- Planning - Executing-Monitoring & Controlling - Closing* * Evaluation of technology * Selection of solution, supplier and project Implementation * Procurementactivities * User Training |

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| --- | --- |
| **Project** | Implementation of 300 seater call center |
| **Role** | Led EUC track for setting up Call Centre / Back-office Infrastructure **Client:** American Express |
| **Company** | American Express India Pvt. Limited |
| **Description** | * Project Management - *Initiating- Planning – Executing - Monitoring & Controlling - Closing* * Managing Schedule, Budget, Risk and Multi location resources * Procurementactivities * Testing |

**References available upon request**