**Franky**

**Franky.367375@2freemail.com**

**TARGETTING FOR**

Job Title**:** **Regional - (Tech/ IT Mgr. | Service Desk Mgr. | Operations Mgr. | Help Desk Mgr. | SAP Support Mgr.**

**Client Account Mgr. | Client Service Mgr. | Project/ Implementation/ Transition Mgr.)**

Career Level**:** **Management** Employment Type**:** **Full Time**

Job Location**:**  **Dubai, UAE** Notice Period**:** **1 month or less**

**Career Objective** – Seeking to secure an ambitious & dynamic position in the **Information Technology** domain, that conforms with my career progression & diverse expertise, allows me to harness and utilize my knowledge & skills to the fullest; and develop professionally rewarding associations with collaborative advancement.

A self-motivated, assiduous and business driven professional possessing **10** yrs. of valuable expertise in **Information Technology/ ITES Management**, in **3 distinct industries** - **IT Services, Telecommunications** and **Marketing & Advertising**. Equipped with strong work ethics, fair conduct and adaptability to perform and deliver in competitive work environments.

Superlative organizational skills, delivery focus and enthusiasm to teach and lead.

**SPECIALTIES FUNCTIONAL AREAS**

**\* ITIL FOUNDATION 2011 certified \***

**\* 4 yrs. of hands-on, Service Management and tech support team-leading experience, on SAP ERP \***

IT Service Management **|** IT Operations Management **|** Help Desk Management **|** SAP Service Desk/ Technical Support Projects & Delivery **|** Client Servicing & Customer Relations **|** Processes Management **|** Enterprise Business Support **|** Implementations & Transitions **|** Vendor Management **|** Technical Support Management (Voice & Email)

**EMPLOYMENT SUMMARY**

December 2015 - April 2016Location**:** Mumbai, India

at **McCann WorldGroup** Company Industry**:** **Marketing & Advertising**

as **Regional Technology Manager – *Asia Pacific*** Job Role**: Information Technology**

As part of the Global Technology Solutions team of a renowned Advertising Agency & Production Studio *(****Broadcast, Print & Digital****)*under the **IPG brand**, with offices in 4 countries across *APAC*, was responsible for overseeing all BAU Technology Operations, Applications Support, Vendor Management, Projects, Implementations, Transitions & Migrations across the region. Responsibilities spanned remotely coordinating & liaising with the global teams (*AMER/ EMEA*) & business stakeholders, directing & supervising the local IT team and being a steady mediator & SPOC between the global technology vertical, local agency IT management and Remote/ Offsite infrastructure & application vendors providing back-end managed services (server, network, security etc.).

**Reported to the Global Technology Director and Sr. Vice President/ CTO on the core responsibilities below.**

*\*# Technology Deployment and Oversight*

*\*# Asia Pac IT Operational Management*

*\*# Global Technology Strategy and Planning*

March 2014 - February 2015Location**:** Mumbai, India

at **FCBUlka Group** Company Industry**:**  **Advertising**

as **Lead - IT Operations** Job Role**: Information Technology**

August 2013 - February 2014Location**:** Mumbai, India

at **Zenith Infotech** Company Industry**:** **Computer/Hardware**

as **Business Development Executive** Job Role**: Technology Sales**

October 2011 - November 2012Location**:** Mumbai, India

at **Hutchison 3 Global Services** Company Industry**:** **Telecommunications**

as **Supervisor - IT Operations** Job Role**: Information Technology**

January 2006 - December 2009Location**:** Mumbai, India

at **EDS Corporation/ MphasiS, an HP company** Company Industry**:** **Information Technology**

as **Regional Team Leader – *Asia Pacific*** Job Role**:** **Support Services**

January 2003 - December 2005Location**:** Mumbai, India

at **Sitel India Pvt. Ltd.** Company Industry**:** **Customer Service**

as **Customer Service Professional** Job Role**:** **Technical Support**

**CAREER HIGHLIGHTS**

 **YEAR**

* Broadcast Studio build-out – 2016
* Virtual Machine Server deployment – 2016
* ***SAP Vantage*** <-> ***WIP Systems*** integration – 2016
* 2nd tier Support Migration & Overseas Assignment – 2007
* ***MphasiS BFL Ltd.*** acquisition & onboarding – 2007
* ***RelQ Software Pvt. Ltd.*** & ***GEMS Inc.*** acquisitions & onboarding – 2007

**EDUCATION**

Bachelor's Degree in Commerce (B. Com)from Periyar University, India