

An enterprise-oriented IT Professional with over 24 years of experience in IT domain building start-ups as VP-Technology & operations, CTO/IT Head/IT infrastructure Head with extensive experience in IT Project management, IT Infrastructure & service delivery Management, Team Management, Vendor management, HR & Recruitments, Financial Management (Budgeting & PL reports) ,RFP(Requirement for Proposals), IT operations, Business Development, General Administration & Advocacy to Sr. Management.

Responsibilities held through career:

Understanding, Analysing and preparing Functional & Technical scope.

Complete life cycle of Project & Product Management including documentation at all levels.

Business development activities in IT (Proposals, Product/service offerings, Sales ..etc) • Establishing and stabilizing product/application development process for a business domain.

Providing Technology Roadmap in development of New Product.

Identifying and designing specific software architecture based on domain/functionality.

Developing & implementing complete software quality life cycle.

Identifying ideal Cloud architecture to deploy/migrate application on to Cloud Services.

IT Infrastructure implementation and service delivery as per client requirements.

Service Delivery in line with organizational requirements and providing Service levels (SLA/s), as per the contract.

Administrating processes and methodologies to ensure effective monitoring, control and support of IT Infrastructure Management & Services delivery.

Ensuring data security and integrity through stringent procedures and policies.

Provide change Management as per business requirements or management policies.

Building client alliances and governance review meetings to ensure effective service delivery.

Coordinated management of multiple tasks incorporating strategic business direction and cost-effective organizational objectives.

Organizational initiatives such as People Management/Development/Training/Coaching.

Providing Technical leadership and direction to technical teams and other allied services on IT Services with a high level of commitment

Project Management, Resource Management, Vendor Management, Client Management ...

Assisting teams and provide solutions at a technical level to resolve critical issues.

Advising and grooming junior resources in developing technological processes& strategies.

Recruiting and continuous development of the team, including formal evaluation of directly reported resources.

Integrity of key human resource processes including career development, salary review, resource approach and performance management.

Identify key risks and ensure contingency and rollback plans with appropriate actions.

Anticipate, identify and overcome roadblocks, and implement long-lasting process solutions to prevent recurrence.

Analysing existing operations through performance metrics to identify and prioritize value improvement.

Assist in the establishment and monitoring of Strategic Objectives and Milestones of Organization.

Monitoring and procurement of latest LAN & WAN infrastructure.

Implementation and Monitoring Disaster Recovery Management Strategies and policies.  
Laying down Policies and process required for ITIL management.  
Provide insight through analytics and foster continuous improvement  
Publish timely metrics and dashboards to report status to all stakeholders including management.  
Product Road Map and mapping business requirements to the Product.

Management skills:

Managing amalgamation of IT Services, software development and IT consulting.  
Excellent Leadership with strong people and project management skills.  
Effective client relationship management while troubleshooting risks involved in Service delivery  
Excellent Interpersonal & collaboration trait with excellent written and oral communication •  
Committed to work in high pressure environments (24x7)  
Strong cohesiveness with team/peer/top management.  
Preparing budgetary Plan and Road Map for future investment in IT service & Delivery.  
Agility to work with peer/top management.

**Professional Experience:**

**Organization: GlobalXperts Technology Pvt Ltd.**

**Oct 2022 – Till date**

- Designation: Operations Manager (IT)
- Software development Management
- Project Management using Agile methodology
- Portfolio & program management.
- Preparation of documentation (SOW/SRS/Design) based on Requirements (RFQ).
- Project execution & delivery management.
- Risk planning & mitigation.
- IT operations Collaboration (clients/engineers/management).
- Resources planning & recruitment of resources.
- Team building & management
- Building workflows/process for smooth functioning.
- Managing team of over 75 developers & IT support team.
- Monitoring / Tracking teams' delivery.
- IT infrastructure Management.

Product: Vendor management & Team engagement

**Organization: 42Works Info solutions Pvt Ltd**

**May 2022---- Aug 2022**

**Designation: IT Project Manager**

As a Project manager, managing couple of UK based Web applications (E-commerce) with total team size of 8. Involved in complete project management that includes client interaction, Team Management, Resource grooming & Training, Multi-tasking, Deliveries and Review of project tasks. Reporting & working directly with management, CEO.

**Organization: SPAATech Solutions Pvt Ltd(US Based), Bhubaneswar**

**Nov2021- Mar 2022**

**Designation: Vice President – Technical & Operations.**

As VP – Technology & operations, responsible for IT Technologies & software implementation strategies of the organization including IT infrastructures strategies like design, development and implementation of organizational information systems, software applications, and IT support & infrastructure systems. Also involved in managing IT plans, schedules, policies and programs for an organization's data processing, network communications, business operations, computer services and management information systems, according to organizational objectives.

As a Software development head coordinates with client in understanding requirements, preparing statement of work (SOW)/Project scope/Software architecture (Design )/WBS(Work break down structure), Project management using Azure Develops , Quality implementation(testing life cycle), delivery & deployment and all relevant formalities of handing over of project deliverables.

As company's executive setting up IT security policies, Project Management process, prioritizing risks & challenges, Leading Multiple project teams, IT resource planning, Design & Development of Project documentation process, Technology Road Map. Etc.

Effective Coordination & Collaboration with management in India & at US and advising management in critical scenarios & challenges.

Projects : web applications & products using Larval framework & Node JS & React JS.

**Organization: Tramitar Services (OPC) Pvt. Ltd. , Kolkata**

**Apr 2021- June 2021**

**Designation: Chief Technology Officer (CTO)**

As CTO, handled complete responsibility of setting up software development centre for a start-up and oversee day-to-day progress of development activities including IT Infrastructure set up required for development centre.

Implemented complete Project/Product Management procedures/processes with relevant templates for project Documentation, Technical Architecture, Recruitments & Training, Project schedules, Testing & deployment, IT Management & security polices and providing necessary advice for Senior Management on IT business processes & procedures

Conceived & designed financial product with retail banking solution, for financial transactions at remote locations (Rural sector). A mobile application where financial transactions are made through Aadhar or Pan or Account number with deposits & disbursal of money in any location. Mobile device is connected to Biometric device for authentication of thumb impression or through eyries solution. Also, team was built with expertise resources for mobile application development in financial domain.

**Organization: Direction Pvt Ltd , Calicut**

**Apr 2019- July 2020**

**Designation: Head-IT**

As Head-IT, overseeing Software development &IT infrastructure setup at organization level that includes website &application development (Education) implementation in coordination with Project Team remotely located at Trivandrum.

Advising management in setting up of ideal IT infrastructure and recommending right kind of equipment in critical situations/scenarios.

Devised digital marketing strategies to improve business development that includes LinkedIn , Facebook , YouTube , SEO etc..

Regular coordination and communication with top management and peers in developing IT strategies as per business needs.

Developed and Implemented IT policies/process for smooth functioning of IT management at organizational level.

Responsible for identifying cloud services with ideal infrastructure architecture for Deploying/migration of application on to Amazon Cloud Services (AWS).

Responsible for data migration/uploading on to cloud services (AWS).

Assisting and guiding employees/Managers in IT related issues and mooted an awareness about usage of IT equipment in business development/technological advancement in IT industry through classroom demonstrations.

Designing IT solution as per Management requirement and needs.

Preparing and managing SLA's in coordination with vendors/clients.

Suggesting/recommending ideal network/internet/power backup/IT equipment configurations and installation strategies.

Managing IT inventory and securing IT equipment issued to employees through compliance agreements.

Ensuring security of data in line with IT equipment installed in premises through IT policies implemented.

Recruiting IT Skilled resources and training/grooming them in IT Infrastructure management & Services. Also, advising them in preparing various kinds of reports/formats for appropriate management of IT Equipment.

Preparing comparative cost analysis statement in procurement of IT equipment and coordinating with vendors.

Overseeing Application implementation and Reviewing/analyze project documentations like requirements, Project Content review, Project Schedules, Implementation/ Deployment/Technical Architecture review, identifying solutions, project progress..etc

Handling software testing of an application, Strategizing testing process, Preparation of Test Cases, Building UAT testing process, Training users and resources in handling and managing Testing process.

Overall, as Head IT responsible & accountable for IT infrastructure development & management like identifying ideal IT infrastructure (hardware/software/networking & security) and procuring the same from vendors.

Projects: web applications using Larval framework and content management systems

**Organization: GNI, Hyderabad**

**Jun 2011 – Dec 2018**

**Designation: Head-IT**

As Head-IT Services responsible for providing tactical and administrative management in handling IT infrastructure (Hardware/software/lab setups/networking/UPS/ISP Management/Vendor Management) of organization having more than 2000 systems with 45 personnel in the roles of Manger-networks, system administrators, networking Engineers, Hardware Technicians and programmers. Also as part of academic responsibility handling one Subject per semester related to Computer Networking/ Data Communications / Cloud Computing / Artificial Intelligence/ Computer Architecture /Software Project Management.

Roles and responsibilities as HEAD-IT Services:

Administration of IT-Infrastructure having large network of systems.

Procurement of IT related products from market through comparative analysis.

Liaising with various hardware, networking and security product vendors.

Administering Team of System administrators, network engineers, hardware technicians etc..

Handling day-to-day IT related issues in the campus.

Setting up Incubation centre and grooming students to have appropriate knowledge in Software development process including documentation.

Designing & develop new facility set up of computer network including other IT infrastructure.

Training & Grooming IT Resources to keep abreast of latest trends and technological evolution.

Software procurement and related issues like licensing.

Liaison and preparation & releasing Purchase Orders to vendors.

Handling and maintaining stocks and stock registers.

Monitoring day to day usage of internet using software/Hardware firewall.

Implementing Cyber security features of Organization.

Setting up security policies as per organization requirement in coordination with top management.

Conceptualized, drafted and implemented policies & procedures on network equipment and maintenance.

Conducting proactive checks with regards to hardware/network/security

**Organizations: Advice America Inc, Implesys Inc and Adquare Inc.**

**From 1999 -2011**

**Position: IT Project Leader/ODC in charge.**

Roles & Responsibilities:

Involved in total Project Management right from inception to completion.

Define project scope, goals and deliverables that support business goals in collaboration with senior management and stakeholders.

Develop detailed project plans and associated communications documents..

Effectively communicate project expectations to team members and stakeholders.

Liaise with project stakeholders on an on-going basis.

Estimate the resources and participants needed to achieve project goals.

Draft and submit budget proposals, and recommend subsequent budget changes where necessary.

Draft and submit Variation document to the clients where ever necessary.

Set and continually manage project expectations with team members and other stakeholders.

Identify and resolve issues and conflicts within the project team.

Track project milestones and deliverables.

Plan and schedule project timelines and milestones using MS Project.

Develop and deliver progress reports, proposals, requirements documentation, and presentations.

Determine the frequency and content of status reports from the project team, analyse results, and troubleshoot problem areas.

Coach, mentor, motivate and supervise project team members and defining accountability for their assigned work.

Create recommendations report in order to identify successful and unsuccessful project elements.

Participation in CMM & CMMI assessments as Process group for Project Management

**Organizations: Self-Employed**

**1991 -1999**

**Role: consultant & self employed**

Hardware and network infrastructure sale & re-sale.

Installation & configuration of Desktop and Server Systems.

Installation and configuration of computer networks as IT Service provider

Was running ISP business with over 300 connections.

Taught IT related subjects as freelance faculty in IT Technologies.

Corporate Trainings conducted in varied IT technologies.

Free lance faculty for MBA & MCA courses in colleges.

Preparing objective question bank for IT related subjects for IT Organizations and Academia.

Technical Skills/Knowledge:

Operating Systems Unix, Solaris and Windows.

Languages C , C++, Java. Python , J2EE, J2ME

Application Servers Oracle , Web sphere and Web logic.

Databases Oracle, SQL Server

Web Technologies (larval , Node is, React Js)

Testing Tools QTP, Win Runner, Load Runner and Test Director

Data Warehousing tools: Data stage, Informatica, Business Objects and Cognos

CASE Tools (Configuration Management, Object Oriented Design, SDLC Process)

Design & implementation Computer networking.

Hardware service & Maintenance.

Screening & shortlisting of Resources based on JD

Cloud implementation technologies/methodologies.

Cyber security (Firewalls & End point security)

IOT, Machine Learning & Artificial Intelligence.

**Personal details:**

- Marital status: Married, 2 kids working as IT professionals.
- Permanent Address: G1 Koorla Residency Yelahanka Bangalore 5560064
- Passport : Yes .

**Education:**

- SSLC , Karnataka Board , 1981 , 1st class
- PUC , Pre university, Karnataka , 1983 , 1st Class
- B.E ( CSE), University of Mysore , 1987 , 1st class
- M.Tech (CSE) , University of Mysore , 1990 , 1st class