Greetings.

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| I have just viewed your job vacancy for “**Operations Manager - IT Managed Services** “at your site and would like to be considered for this position.  |

I had been to the UK for work with tier 2 ICT during 2013-2015 also.

**Have implemented projects on SSAE 16 Phase 1(SOC 1) Audit, ISO 27001:2013, HIPAA & SAS 70 as well.**

*As an innovative* ***Senior IT Professional (Like IT HEAD, IT Manager, IT Director, Vice President etc..)*** *with more than* ***25 plus*** *years of combined experience in the telecommunications, financial, and technology services industries, I have led and planned IT infrastructures, software product deployments, and strategic operations. I offer extensive experience leading start-up software companies,* BPO / Contact Centers*, and delivering high quality technology solutions on-time and on-budget.*

I have the proven ability to provide senior leadership in establishing IT strategy, goals, and priorities for large and small companies. Key strengths include communicating corporate vision, information systems management, and creating a culture and work ethic that will maximize efficiency and team performance in the organization.

Having successfully managed multiple large scale technology projects, network and system infrastructures as well as built and led top performing teams servicing users globally, my ITexpertise is extensive and highly unique. I am now seeking the opportunity to join your team as your next **Operations Manager - IT Managed Services...**

**Almost 18 years plus not BPO environment and I was also working as Vice President & Head Global Technology for e4e Healthcare BPO (5000 plus employee base) and heading there 6 Centers & 130 plus IT professionals Globally.**

***I have also designed few Azures Cloud based on the company requirement. (Like Vent creation , Subnet creation, Creating virtual machines, V net peering, configuring routing through site to site VPN and client access VPN, Integrating Active Directory, express route, AD Connect with Azure also consulting as and when required, I have also done consulting on Azure IAAS/PAAS, DR using AZURE and Zerto, Azure Back up etc.***

 I have a proven record of providing leadership in the evaluation, selection and implementation of new information systems technologies and have been involved deeply in full scale implementation of core IT projects in the company. Specifically, I am well versed with End-to- End Project Management, Business Change and Transition Management, Service Delivery, Financial planning &amp; Budget Management, Team Management (Multi-Site & Virtual), Change Management, Problem Solving &amp; Decision Making, Capacity Management, 3rd   party Vendor and Contract Management, IT procurement, Negotiation and have worked extensively with all.

My multi-tasking skills allow me to work on several projects at once while staying on schedule and I know how to prioritize the assignments to get the most important projects out first. I am highly motivated; I thrive in a fast-paced environment and I can work flexible hours.

**Examples of key achievements include (In Brief)**

1. **PROJECT MANAGEMENT**: Provide IT related advice and technical support. Manage all enterprise projects. Manage all info and technology assets. Project Initiation Document, Project Delivery Plan, Finance Schedule, Detailed Design (all system components), Test Strategy, Test Plan, Detailed Migration Plan, Reporting, Change Requests, and Project Closure Report. I have implemented 6 BPO/call center (250 to 5000 seated) units from the scratch and managed those in a cost-effective way. Merge multiple locations into One centralized location. Windows 7 up gradation for 4000 desktops in phased manner. Managed a project for moving the internal email for 4000+ ID to cloud environment etc...

**2. BUDGET & THIRD-PARTY MANAGEMENT:** Manage IT budget, prepare proposals, execute procurement, and provide recommendations on hardware and software and related equipment requirements for the business. Managing contracts, renewing service contacts with proper SLA(make sure the SAL s are being honored agreed) with third parties. Getting the best price from the ISP's like Verizon, AT&T, VSNL, AIRTEL, etc...for ILL, IPLC, MPLS  as per the requirement. Managing software licenses (Microsoft, ORACLE, SYMANTEC, etc...), contract negotiation etc..     in a cost-effective way. Talking to principals such as IBM, DELL, HP, Oracle, Microsoft etc... for getting the best price for their respective products as per the Business requirement.

**3. INFORMATION SECURITY, STRATEGY & GOVERNANCE**: Disaster recovery, backup planning and implementation, minimizing risks of external and internal threats to system availability and responsiveness. Ensuring IT governance is in place: formulate SOPs, policies and procedures to support IT governance.  Report to the management committee and chair the IT Steering Committee.  Biweekly reporting. Formulating the IT strategy to ensure alignment with business strategy Implemented ISO 27001:2005, ISO 27001:2013, HIPAA, SAS 70 etc.…. during my tenure as per the company requirement. Fair knowledge of Security and Infrastructure Architecture/Technologies: including but not limited to IDS, VPN, Data Leak Prevention Encryption, Application Security, Penetration Testing, Security Information Management and Event Correlation etc….

**4**. **INFRASTRUCTURE**, SYSTEMS, NETWORK (WAN, LAN, IP, VPN, IPLC, MPLS, ILL, VCIPLC, Firewalls, Routers, Switches, Load Balancers, VOIP), SUPPORT & ARCHITECTURE, Asset Management ( Altiris, LANDesk, SCCM etc.) Maintain secure, available and expandable infrastructure and systems.  Upgrade software for operating systems, utilities, databases, ERP (Ramco, Sugar CRM, Microsoft Axapta, Oracle EBS) and networks. Define and optimize architecture and systems landscape. Provide all IT related support to the business. Develop SLAs and ensure delivery against the same. Provide IT service and support to meet the changing needs of the business

 My Previous UK Salary was 41500 GBP (Approximately ₹39 lacs plus)

 My Present /Last Salary: ₹24 lacs per year (fixed)

Expected Salary: ₹35 lacs plus (As per company standard and based on my overall experience, not based on my last salary)

Joining Time: IMMEDIATE

For a more detailed presentation of my skills and background, please review the enclosed resume and feel free to contact me at your earliest convenience. Thank you in advance for your consideration and I look forward to your call

Thanks & regards,

Manas Mishra

+919845736696 (India)

 I (an Engineering professional) have equivalent professional training and certifications, combined with more than 25 plus years plus related work experience in a position(s) with increasing responsibility and supervisory duties, which can be considered in lieu of a degree if required.

RESUME

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✆**+91 9845736696** 🖂 manasmishra303@gmail.com , Passport Number – Z6157324 (VALID UP TO 17.02.2031) DOB : 25/09/1967

 

**Manas Mishra**

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Visionary, goal oriented and decisive IT Professional with 24+ years of global experience in heading the broad IT Infrastructure Management & Consulting, Operations, projects delivery. Consistently spurred project, process generation, overarching corporate goals together with spearheading swift ramp up of projects. Adaptive leader who can quickly shift direction to address changes in business priorities. Gifted communicator who builds trust through sincere engagement. Expertly managed Competency Program, Quality Initiatives, Knowledge Management and Communication

* Mapped & identified client’s business requirements and provided technical resolution.
* Elucidated design segment for the clients’ requirements.
* Implemented project plans within pre-set budgets and deadlines.
* Define escalation / response / resolution time for reported problems on the basis of criticality.
* Resource requirement analysis – software, hardware, network and manpower.
* Meeting deadlines without compromising quality norms.
* Resolve support/operational issues in liaison with project managers & business group
* In-depth knowledge on Microsoft, Oracle, SQL, Linux, UNIX, dot net, Sugar CRM etc
* Successively completed ISO 27001:2005 implementation programme

**CORE COMPETENCIES**

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| * Corporate Strategy Planning
 | * Capacity Planning
 | * Budget & Cost Control
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| * Quality Assurance
 | * IT Procurement
 | * Account Management
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| * Vendor Management
 | * Resource Optimization
 | * Disaster Recovery Management
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| * Project Delivery Management
 | * Project Management Life Cycle
 | * System Analysis
 |
| * Technology Roadmaps & Solution
 | * Change Management (Process Migration)
 | * SAS70 Implementation, ITIL Adaption, HIPPA
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**ACCOLADE**

* **Received Best Engineer Award at Carriero**

**TECHNICAL SKILLS**

◼Microsoft Office Suits ◼ VISIO ◼MS SQL ◼ Microsoft windows Server 2000 -2012◼ Microsoft win7,xp ◼ Oracle, Linux, Solaris, Cloud Computing(SAAS, PAAS, IAAS, Virtualization) ◼Microsoft windows servers ◼ Citrix ◼Cisco Sun ◼ ITIL V2-2011 ◼ ISO27001 ◼ Networking◼ Firewall◼ VPN◼ Infrastructure Management◼ Environment monitoring◼ Structure Cabling. ◼ Microsoft Exchange◼ VMware

**EDUCATIONAL CREDENTIALS**

* AMIE : (Associate Member of Institution of Engineers India)( Electronics & Communication) Sec: A completed in 1992 and **Sec B : not completed.**
* Diploma in Computer Hardware and Maintenance-BDPS- India-1992
* Diploma in Oracle-SSI- India
* Certificate Course in LAN Engineering-SAP Computers Pvt Ltd -India
* Advance Education in Network-ADVENT-METLABS India Pvt Ltd-India
* Training on "Apple Macintosh and SCO Unix"-Wipro-India

Technical Certifications

* **Prince 2 Foundation Certified** & **Practitioner Certified**
* **(ITIL V2) (EX0-100)-Foundation Certified**
* **ITIL 2011 Foundation Certified.**
* **ITIL INTERMEDIATE - Service Operation (SO)**
* (MCSE)Microsoft Certified System Engineer
* (MCDBA)Microsoft Certified Database Administrator
* (CCNA)Cisco Certified Network Associates
* (CCNP)Cisco Certified Network Professional
* Sun Certified
* ISO 27001 Implimentation
* (CCSA-NGX.)Checkpoint Certified System Administror
* **Cloud Computing EXIN Certified**
* **IELTS :(International English Language Teaching System) Overall Score 5.5**

**PROFESSIONAL EXPERIENCE**

**C2C Organizational Development Pvt Ltd - Bangalore: IT Head 1st March 2018 to 30th Dec 2022**

1. Responsible for end-to-end Infrastructure, networking, IT Procurement, IT Security
2. Resolution of IT issues at the Facility
3. Implements​ ​security​ ​improvements​ ​by​ ​assessing​ ​current​ ​situation;​ ​evaluating​ ​trends;​ ​anticipating requirements.
4. Providing remote support to Singapore office
5. Contributes​ ​to​ ​team​ ​effort​ ​by​ ​accomplishing​ ​related​ ​results​ ​as​ ​needed
6. Help​ ​plan​ ​and​ ​carry​ ​out​ ​an​ ​organization’s​ ​way​ ​of​ ​handling​ ​security
7. Implementing O365 for business for 100 users
8. Moving 4 servers to Azure cloud.
9. Managing a third party DeVos team of 5 for development activities
10. Developed and implemented security strategy and framework that consists of strategically integrated elements

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|  of risk management and Cyber security frameworks, IT General Controls for ISO/IEC 27001:2013 Information Security.1. Taking care of General Administration (House Keeping. Security UPS etc.
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**Geektek Consulting. India: (Director IT & Security) Feb’2018 – Feb-2018**

* Protects​ ​system​ ​by​ ​defining​ ​access​ ​privileges,​ ​control​ ​structures,​ ​and​ ​resources
* Recognizes problems by identifying abnormalities reporting violations.
* Implements​ ​security​ ​improvements​ ​by​ ​assessing​ ​current​ ​situation;​ ​evaluating​ ​trends;​ ​anticipating requirements
* Determines​ ​security​ ​violations​ ​and​ ​inefficiencies​ ​by​ ​conducting​ ​periodic​ ​audits
* Upgrades system by implementing and maintaining security controls
* Maintains technical knowledge by attending educational workshops; reviewing publications.
* Contributes​ ​to​ ​team​ ​effort​ ​by​ ​accomplishing​ ​related​ ​results​ ​as​ ​needed
* Install and use software, such as firewalls and data encryption programs, to protect sensitive information
* Preparereportsthatdocumentsecuritybreachesandtheextentofthedamagecausedbythe breaches
* Research the latest information technology (IT)security trends.
* Help​ ​plan​ ​and​ ​carry​ ​out​ ​an​ ​organization’s​ ​way​ ​of​ ​handling​ ​security
* Develop security standards and best practices for their organization.
* Recommend​ ​security​ ​enhancements​ ​to​ ​management​ ​or​ ​senior​ ​IT​ ​staff
* Help computer users when they need to install or learn about new security products and procedures.

**Knowledge splices Services Pvt Ltd. India: Head of IT Feb’2015 – Feb-2018**

* Overall Responsible for a **500 seated 24/7 support multi-site mortgage BPO of** entire Internal and External IT , Infrastructure, IT Procurement .IT Strategy IT Security, IT Risk Management etc…
* Reporting to CEO /Board of Director ,
* Manage projects and service delivery in line with IT Strategy and project plan
* Manage a team of 6 devops professional
* Oversee the evaluation and continued management of suppliers, ensuring appropriately rigorous selection and negotiation of agreements for the supply and outsourcing of goods and services for the business in order to achieve best value both individually and through the IT Procurement Team.
* Manage the commercial, legal and service level negotiations of contracts, renewals and disputes both directly.
* Manage, motivate and develop employees at all levels
* Using GFI Languard for **remote ​control, hardware and software inventory, patch management, Software distribution etc..)**
* Completed a project of windows 7 migration for 500 desktops.
* **Completed a project on Firewall (Sonic wall ) implementation for their three sits with HA**
* **Completed a project on Implementing the recertification from ISO27001:2005 to ISO 27001:2013**
* **Migrated 300 email ids from google Apps Cloud to Rackspace Server and vice versa.**
* **Migrated our on premises file server to Microsoft Azure because of people from multi location was accessing this on a day to day basis**
* **Migrated our on premises Back UP Server to Microsoft Azure from the ISO compliance point of view.**
* **Migrated our Proxy Server to cloud environment and use as and when required based on the user name and password authentication.**
* **Recently set the USA-Houston office remotely for 50 users without any IT onsite support**
* **Implemented AWS Glacier for archival service.**
* **Conducted IT security audits to ensure effective implementation of security controls.**
* **Ensured vulnerability and threat assessments were performed to evaluate the effectiveness of existing security controls.**
* **I was also responsible for facility & Administration of the company as and when required**
* **Developed and implemented web-based Cyber security Awareness Training Program for all employees**
* **Led effort to conduct IT security risk assessments and develop security plans for departments**
* **Provided leadership to IT security team and contractor community for resolution of IT security issues and implementation of process Improvements from lessons learned**
* **Developed and implemented security strategy and framework that consists of strategically integrated elements of risk management and Cyber security frameworks, IT General Controls for ISO/IEC 27001:2013 , SOC 1 & SOC 2**

**Metamorf Information Technologies Ltd. India/United Kingdom,**

**GM - IT & Infrastructure Jan’2013 – 31st Jan’2015**

* Overall Responsible for their entire Internal and External IT, Infrastructure, IT Procurement .IT Strategy
* Spearheaded a team of 6, with 12 in-direct reports (London & India)
* Manage projects and service delivery in line with IT Strategy and project plan
* Oversee the evaluation and continued management of suppliers, ensuring appropriately rigorous selection and negotiation of agreements for the supply and outsourcing of goods and services for the business in order to achieve best value both individually and through the IT Procurement Team.
* Manage the commercial, legal and service level negotiations of contracts, renewals and disputes both directly.
* Manage, motivate and develop employees at all levels
* **Successfully manage the migration project ( complete system and data Centre migration) of our London Mayfair office to our new location Broadway London**
* **Successfully completed a data migration project in India office. (** Project Initiation ,Project Delivery Plan
Budget management, Test Strategy, Test Plan, Detailed Migration Plan, Change Requests, Project Closure Report}
* **Migrated Exchange 2013 to Office 365 for our Microsoft office suits as per requirement**

**MSP Sponge & Iron Limited, (15 months Contract)**

**Head Information Technology & IT Procurement Oct’2011 – Dec’2012**

* Shoulder responsibility of managing technology services including Infrastructure (Hardware, Networking, Voice Data, Software, Helpdesk etc..) ITS Procurement and Operations Management.
* Direct Subordinate in New systems development, system maintenance and enhancements, system software maintenance and support, database management, network management and telecommunications.
* Responsible for IT and Procumbent for the corporate office in Kolkata and Plant in Raigarh
* Spearheaded a team of 15 Engineers for maintaining systems and supporting functions in both the sites.
* Responsible for Monitor and controlling Group IT Budget
* Responsible for organizations security policies and procedures.
* Implemented **Oracle EBS for Finance and Sales along with a third party Vendor**
* Monitoring internal control systems to ensure that appropriate information access levels and security clearance are maintained.
* Implemented could computing for entire organization as per their requirement ,(SAAS & IAAS)
* Preparing the organization’s DR and BCP for information systems.
* **Migration of 200 users of Mdaemon mail internal server to office 365**

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| **e4e Healthcare Business Services Pvt. Ltd. Chennai**  |
| **VICE-PRESIDENT & HEAD GLOBAL TECHNOLOGY Dec’2005 – Sep'2011**  |

* Manage **3500 Desktops**, HP Blade Server, **50 Servers (HP, Dell & IBM**), Checkpoint and Sonic Wall Firewall, Cisco Switches, HP Procurve Switches, SAP (Microsoft Axapta) for Finance, Linux Server for Dialer ,Aspect Dialer, Asterix IP EPABX, Iron Port for Spam Control, Routers, VPN, VLans, etc
* Spearheaded a team of 5 Managers, 45 Engineers for maintaining systems and supporting functions, 18 Software Engineers for the development activities for Chennai Centre, 10 engineers for Bangalore Centre and 9 Engineers for NOIDA Centre. Us and UK having 8 engineers to Support IT function.
* Managing a team of 400 tech support agents for Symantec Support
* Shoulder responsibility of managing technology services including Infrastructure and Operations Management.
* Administer activities related to environment monitoring and data centre management.
* Pivotal in interacting with DOT (Department of Telecommunication) as and when required.
* Monitor activities related to vendor evaluation and dealing, performance management, IT recruitment, database administration, disaster recovery plans and up gradation of systems.
* Efficiently handled project from the scratch, coordinated with the interior person for maintaining ups, cabling, servers, desktops, etc.
* Provide structured and effective approach to work, manage the lifecycle, ensure process is integrated and maintained for the system across all support, functional and technical areas.
* Develop Business cases product line strategies and schedules, perform cost management activities
* Analyze, diagnose, design, plan, execute and evaluate work to time, cost and quality targets, exhibiting thorough familiarity with available methods, procedures, tools, equipment and service standards associated with area of specialization and making correct choices from alternatives; Negotiate SLA, and ensure the service meet agreed requirements
* Ensure best practices and knowledge of internal and external business issues to improve IT process and services by transitioning of system from Project mode to Operational mode and provide continuous service improvement
* Establish, support and maintain policies, standards, frameworks, environments and tools to support and manage system throughout the Information lifecycle.
* Manage external vendors who provide support services for the system and provide technical advice and guidelines on the system, solutions and tools to internal and external stakeholders
* Provide inputs and coordinate reorganization activities within my team
* Coordinate alert monitoring, error troubleshooting, capacity monitoring and planning, performance tuning, security administration and general housekeeping of the system
* Coordinate with the clients, discuss and finalize overall infrastructure requirements, prepare material and budget specifications and place orders to the vendors
* Support of ITIL standard best practices and contribute to continuous improvement for the benefit of the organization
* **Responsible for managing local and production servers assuring 100% uptime of the servers and 100% availability of any applications.**
* **Managing a team of 8 software programmer and one Manager for in house development called Velocity,**
* **Co-ordinate with outsourced vendor for the hosted SUGAR CRM application.**
* **Involved and given guidance to my team before any new project roll out.**
* **Has successfully migrate exchange 2007 server to Exchange 2010 for 4000 email IDs in a centralized environment including full project planning and execution.**
* **Later (after two years) migrated all the email service to a hosted( on cloud) third party exchanged server**
* **Migration of one part of VOIP out bound call center (250 seats) to a hosted environment.**
* **Configured 3 tire Architecture for web server by using AWS (EC2, S3, Auto Scaling etc…)**
* **Responsible for facility & Administration of the company as and when required**
* **Developed and implemented web-based Cyber security Awareness Training Program for all employees**
* **Provided leadership to IT security team and contractor community for resolution of IT security issues and implementation of process Improvements from lessons learned**
* **Led effort to conduct IT security risk assessments and develop security plans for departments**
* **Ensured vulnerability and threat assessments were performed to evaluate the effectiveness of existing security controls.**
* **Conducted IT security audits to ensure effective implementation of security controls.**
* **Developed and implemented security strategy and framework that consists of strategically integrated elements of risk management and Cyber security frameworks, IT General Controls for ISO/IEC 27001:2005, SAS 70 & HIPAA**

**ACCOMPLISHMENTS**

* Playing a major role in handling 6 centers in Chennai, Bangalore, Salem, NOIDA USA and UK.
* Contribute in managing Data Centre, which is a combination of Voice and Data in the company
* Instrumental in coordinating between US clients as and when required
* Successively shifted the entire operation with a minimum time frame (1/2 day) and without any kind of downtime, which affected the business in new premises.
* Successfully set up new facility of 400 seated healthcare divisions from the scratch in NOIDA in April 2010.
* Handling/ Managing a Capex of $500000 every year
* Significantly contributed to planning, budgeting and managing Capex and Opex in IT & infrastructure management

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| **Vanguard Info Solution / Net vision Cybertech, Bangalore**  |
| **SENIOR MANAGER-IT Feb’2005 – Oct’2005** |

* Reported to the VP , managed all phases of IT functions of the team, from need analysis and requirement definition to vendor selection, implementation, and training
* Skilled in designing infrastructure and implementing technology to support large user groups, supporting users at corporate headquarters as well as multiple remote locations, and effectively managing IT budgets as well as IT staff
* Successfully implemented multiple IT projects, provide the technology knowledge and vision to support the company’s business objectives, and evaluate and recommend all requirement for business processes.
* **Has successfully migrated lotus domino 8.5 server to version 9 for 2000 email IDs in a centralized environment including full project planning and execution.**

**ACCOMPLISHMENTS**

* Essayed a stellar role in heading the IT division, shouldered responsibility of managing existing network, LAN, WAN, IPLC, Messaging (Lotus Notes) and IT Infrastructure functions
* Led a team of 24 engineers for maintaining systems, support, etc
* Managed network mainly Voice which consisted of Nortel Switch, Avaya, Nice Logger, etc
* Significantly contributed in coordinating between US counterpart regarding any additional configuration or any kind of troubleshooting in IPLC link
* Played a major role in managing 1500 desktops, 24 servers (Dell & IBM), PIX Firewall. Cisco / Foundary Switches, Routers, etc
* Instrumental in coordinating and liaising with Management, Users, System Staff, External Consultants, Computer Vendors, etc

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| **Netvision Cybertech (P) Ltd., Chennai**  |
| **MANAGER-IT Apr’2004 – Feb’2005** |

* Shouldered responsibility of managing existing network, LAN, WAN, IPLC, Messaging (Lotus Notes) and IT Infrastructure. Led a team of 20 Engineers for maintained systems
* Administered activities related to Voice network consisting of Nortel Switch, Concerto, Nice Logger, etc.
* Played a key role in configuring or troubleshooting IPLC link
* Managing 1300 desktops, 18 Servers (Dell & IBM), PIX Firewall, Cisco Switches, Routers and planning for more than 200 systems
* Coordinated between Operations & Application Team for 24x7 supports
* Designed an additional 240 seated Call Center Solutions Inbound as well as Outbound for expansion requirement and execution successfully

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| **Cyberwerx Software Solutions, Bangalore** |
| **SENIOR MANAGER-IT Nov’2003 – Mar’2004** |

* Managed network which is a combination of Microsoft and Solaris OS
* Significantly contributed in coordinating between US office and other internal clients
* Led a team of 2 system administrators for maintained the systems
* Shouldered responsibility of networking for 165 points, deciding new requirements for various facilities, etc. in order to set up new 22000 sq. ft. office

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| **Immaculate Interaction (India) Ltd., Bangalore**  |
| **MANAGER-IT Aug’2003 – Nov’2003** |

* Significantly contributed in deciding new requirements and upgrading company with respect to the expand plan
* Managed network which was a combination of Voice and Data consisting of Avaya definite ACD, Mosaic PDS and Nice Logger, etc; having 4E1 line for the voice infrastructure and 512 kbps fiber links for data.
* Successfully managed 300 Systems, With Exchange 5.5 as mail server, 6 Servers, PIX Fire Wall, Cisco Switches and planning for another 300 systems
* Spearheaded a team of 8 System Administrators; coordinating between operations for 24x7 supports
* Proactively involved in planning Cisco IPCC solutions

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| **Interetec Software Pvt. Ltd., Bangalore** |
| SENIOR MANAGER-NETWORK Nov’2002 – Aug’2003 |

* Played a major role in planning and implementing expansion of the company with respect to IT infrastructure & customer’s requirements
* Spearheaded a team of 3 System Administrators in India & 10 Engineers in UAE for maintaining the systems
* Successfully implemented Windows 2000, Exchange Sever 5.5 & 2000, Proxy, SQL Server 7.0 & 2000, IIS4 & MS Site Server, Red Hat Linux, Sun Solaris, etc
* Administered activities related to installation & configuration of checkpoint firewall–NG, CA products (like Arc Server for backup, Entrusts Firewall), Web Filtering Software like SURF Control, Management Software like LANDesk, Power Quest, etc
* Actively involved in setting up a small inbound call center in Abu Dhabi.
* Significantly contributed in planning, designing, deciding on hardware (both passive & active) & implementing. COSMOCAL Software for ACD, MCS, VCS and integration
* Efficiently planned and implemented a call center (one of the client at Bombay) 50 seated, through VOIP and Cosmocom Software

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| **Khodayss Systems Limited, Bangalore** |
| **MANAGER-NETWORK Sep’1999–Nov’2002** |

* Led a team of 5 System Administrators and was responsible for maintaining the systems.
* Successfully implemented Exchange Sever 5.5 proxy, SQL Server 7.0, IIS4 & MS Site Server, Red Hat Linux
* Played a major role in installing & configuring Checkpoint Firewall–NG
* Actively involved in setting up 1000 seated call center( Geneysis Contact Center Platform)

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| **PC India (P) Limited, Chennai** |
| **DEPUTY MANAGER-SUPPORT Apr’1995 – Sep’1999** |

**KEY PROJECTS HANDLED**

* Novel Network from v2.x to v5.0.
* Windows (Windows 95 / 98 / NT / 2000, Server 4.0).
* Modem Instillation (either by Dialup or ISDN or by Leased Line).
* Implementing RAID 0 (Strip Set without Party) RAID 1 (Mirroring), RAID 5 (Strip Set with Parity).
* Interconnectivity between NT, NOVEL & UNIX.
* IBM Education Centre, Equipped with AS 400 Servers with 25 Workstations.

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| **Silicon Smith Automation (P) Ltd, Chennai**  |
| **HARDWARE SERVICE ENGINEER Mar’1993–Apr’1995** |

* Played a major role in maintaining nearly 200 systems in & around South India
* Efficiently worked with a team of 9 Hardware & 3 Software Engineers
* Actively involved in assembling, installing & configuring and troubleshooting of all kinds of hardware