



15+ years of expertise of leading successful technology teams and fortifying enterprise IT Infra Services. Track record of building, deploying, and leading programs, managing risk and driving strong governance and compliance to reduce risks and ensure business continuity. Excel at creating and implementing strategic and tactical plans, managing the big picture while orchestrating the fine details.

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PROFILE SUMMARY

- Service Delivery
- Availability Management
- Vendor Management
- SLA Management
- People Management
- Incident Management
- Problem Management
- Change Management
- Root Cause Management
- Project Management

SPECIFIC ACCOUNTABILITIES: -

IT Management -

- Within a budgetary framework and with full accountability, takes management responsibility for a complete IT function where the measure of success depends on achieving business goals, performance targets and agreed service levels as well as on the successful technical implementation or use of information systems.
- Identifies and manages resources needed for the Business Continuity Planning, development and delivery of specified information and communications systems services and products. Takes full responsibility for all aspects of career development for subordinate staff.
- Recognizes, and actively seeks ways to exploit information technology to address complex business, organizational and technical issues, of both a conventional and innovative nature. Influences senior level customers and project teams through change management initiatives, ensuring that professional standards are maintained.

Solution Architecture -

- Leads development of I.T. operations, Business Continuity Planning, systems Infrastructure & architectures, ensuring consistency with specified requirements agreed with both external and internal customers. Takes full responsibility for ensuring that systems architectures balance functional, service quality and systems management requirements. Ensures that appropriate standards (corporate, industry, national and international) are adhered to. Manages Business Continuity Plan design, policies and standards, working proactively to achieve stable, viable designs, and ensuring consistency of design across projects within the programme.

Network Design -

- Takes responsibility for major aspects of network/systems Infrastructure specification and design within the organization. Makes recommendations for the improvement of network design operation and economics, wherever and whenever possible.

Project Management -

- Within a small to medium scale change programme, plans, directs, and coordinates the programme's projects and other activities, from contract/proposal initiation to benefit realisation, on behalf of senior management, to ensure optimum efficiency in the allocation of common resources and skills.

Vendor Management –

- Working closely with vendors to make purchasing decisions and maintaining relationships with vendors. Developing and maintaining plans for all vendor activities, controlling supplier governance packages, managing cost and risk analysis, and measuring performance

Information Security -

- Manages assessment of threats to confidentiality, integrity, availability, accountability and relevant compliance. Takes ownership of security control reviews, business risk assessments, and reviews that follow significant breaches of security controls.

Service Level Management -

- Ensures that the service level requirements of each Customer area are determined, and that service level agreements, contracts and negotiations with both internal and external suppliers are aimed at meeting the business needs of the employing organization, by providing a value for money service.

IT Governance and Compliance policies -

- Manages the implementation of business systems, I.T. Infrastructure and I.T. controls to measure performance, manage risk and ensure that I.T. and the business work together.

PROFESSIONAL EXPERTISE

Jan 2023 – till date

AU Small Finance Bank, Jaipur, India

Deputy Vice President | 15 direct reports | Report to CIO

Leading and ensuring definition of policies, processes, strategies, standards, and guidelines using best practice frameworks, whilst reviewing current approaches and suggesting improvements across the Bank.

- Developed an IT governance framework that aligns with the organization's overall governance structure, including developing policies, procedures, and decision-making processes.
- Serves as the governance authority, in collaboration with respective internal subject matter experts, and enforces relevant technology, compliance, quality, privacy and security standards and policies for Fintech.
- Ensured periodically circular publish from various regulators (RBI, NPCI, UIDAI, IRDAI, NSDL, ISNP) assessed and implemented across banking technology silos to ensure compliant baseline.
- Analyzed internal and external data, synthesize raw information into insights, recommendations, dashboards, and reports.
- Lead IT Audits for regulators(RBI) with assistance of third party vendor to ensure system according to the guidelines.
- Lead governance, risk, and compliance data insights to drive improvement across the IT system.
- Measured and monitored IT compliance by developing systems and processes for the management and reporting of risks.
- Developed current and proposed information systems for compliance with the company's business strategy.
- Identify and manage IT risks, including cybersecurity risks, data privacy risks, and compliance risks, through the development of risk management strategies and incident response.
- Ensured compliance of IT policies and procedures with applicable laws, regulations, and industry standards by conducting assessments and implementing monitoring tools.

March 2020 – Oct 2022

Cardlytics Inc, Vizag, India

Senior Manager, IT operations and Hosting Services | 16 direct reports | Report to Senior AVP

Leading and ensuring of IT and Hosting Operations and overseeing the day-to-day activities of India (Vizag) IT Operations covering cross domain technologies for Windows/Linux Systems, Network, Site Reliability Engineering, Production Application Support, Security, IT-Helpdesk and DBA Teams.

- **Developed inclusive approach to information security, strengthened vulnerability management, and achieved patching at levels within acceptable risk tolerance.** Led development of and operationalized the new organizations vision, strategy, and roadmap.
- Developed and led "Safety and Soundness" program to integrate disparate approaches and to develop consistent and proficient management of risk and security which resulted in >99% availability for the business systems and no major events under my watch.
- Implemented vulnerability management framework with defined risk levels, approved risk tolerance and support runbooks.
- Created a formal patching program. Developed new framework for patch management in coordination with third party vendor support. Implemented patching governance from within a new support application as part of a larger effort to better manage change and event scheduling. Patching related outages were reduced.

- **Reduced incidents and improved resiliency instilled a proactive, security-aware culture.**
- Implemented strong monitoring and incident management program. Established incident levels and defined response SLAs for each level. Created a priority incident team, priority assessment methods, procedures, and communication protocols. Trained all teams on incident response, reporting, root cause analysis, resolution, and prevention. Migrated teams to a single platform. Incident resolution time was driven down 42% and recurring incidents were reduced by 27%.

Education and Human Resources Council (Ministry), UAE

July 2018 – Feb 2019

IT Manager/Specialist | Report to IT Director

On Payroll of Kawader Human Consultancy LLC, Abu Dhabi, UAE

- Managing and ensuring delivery of multiple technology projects and change deliverables in a high priority, medium or strategic level for respective functional area within time and budget, developing project approvals, RFPs, technical documents, procedures, transition plans while contributing to development of detailed business cases in line with the required standard.
- Lead the adoption of Project Management framework principles in compliance with Government standards while recommending improvements to ensure efficient project delivery.
- Lead the design, development and implementation of technology solutions through business and application architecture principles and maintain efficient and agile technology for the business.
- Evaluate technology capabilities, system architecture and solution fitment of system design, development, integration and implementation to ensure that the developed solutions / systems expansion and technology services requirements.
- Co-ordinate with business stakeholders to understand the business unit's technology requirements and assist them in translating these requirements into IT project deliverables.
- Contribute to the identification of opportunities for continuous improvement of IT systems, processes, and practices considering integration.
- Recommend and implement improvements to departmental policies, procedures and processes covering all areas of activity so that all relevant procedural requirements are fulfilled while ensuring that EHRC delivers best-in-class services, products and innovation Trainings and Skills Accreditation for Team members.
- Manages systems vendors and their onsite resources through the required stages of systems implementation and post implementation and develop or modify service level agreements as required to meet EHRC needs for sustainable service support, evaluate effectiveness and adequacy of support and take corrective measures.
- Identify opportunities to contribute to organizational and departmental change initiatives, programs and projects considering best practice and standards in the business environment.
- Co-coordinating with Vendors on Third party applications (Convence, Agenda and Fahr) Support and Services to ensure Application updates and Internal staff training program.
- Accountable for IT infrastructure setup for High profile meetings (His Highness and Excellence) in various government Sectors.
- Accountable for FEDnet (Federal Network) Cloud Support and Service to ensure effective and efficient PAAS&SAAS across the IT model.
- Coordinate the development and ongoing maintenance of other IT policies and procedures.
- Ensure that all IT policies and procedures are compliant with regulatory requirements. In the context of Business Continuity, assesses protection, detection, and reaction capabilities, to determine whether they are sufficient to support restoration of information systems in a secure manner.

MICROSOFT, INDIA

April 2018 – June 2018

Designation: Team Lead/Senior Technology Consultant

On Payroll of Data Glove/Trimaxamericas, Hyderabad

- Working as a Technical Lead for Cloud (IAAS and PAAS), Windows and VMware Solution including Implementation, configuration, and administration and troubleshooting of data protection.
- Supports Infra Lead Architect, Information Security Architect on architectural design with a focus on security
- Co-ordinate with business and IT teams to collect all required information requirement to assess if applications can be migrated to Azure, Private Cloud or legacy upgrade.
- Accountable for discovery, rationalization and analyses the business application server and database servers.
- Working on workload migration of legacy operating system to Azure/On-prem Win 2012/2016.
- Playing a key role of business analyst/onsite coordinator working closely with clients in UK, US and Australia.
- Understanding to analyses the application structure.
- Performing Test Specification validation with Application Support Teams.
- Provide ongoing technical support and maintenance of production and development systems and software products (both remote and onsite) and for configured services running on various platforms (operating within a defined operating model and processes).

WELLS FARGO BANK, INDIA(HYD)

Jan. 2012 – March 2017

Designation: Senior Technology Specialist

- Working as a Technical Lead of ITIL. Maintaining and managing the IT Infrastructure, including Virtual and Physical Servers all standard hardware.
- Technical Lead for Cloud (IAAS and PAAS), Windows and VMware solution.
- Mentoring of team members to resolve technical issues and to achieve customer deliverables.
- Implementation, configuration, administration and troubleshooting of data protection
- Analyzing and verifying development of projects according (Agile Methodology) to the client requirements and modifying it with a perspective to align it with business need.
- Integrating and updating computer system with the latest technologies as required for the project development.
- Problem-solving skills with an emphasis on resolution of complex technical problems
- Researched on the latest technologies and configured hardware and software to increase work efficiency and effectiveness
- Pro-actively address issues and reduce the repeated problems.

IBM INDIA(B'lore)

July 2009 – Nov. 2011

Designation: Subject Matter Expert

- Worked as a Senior System Administrator to provide IT support for Windows and Esxi Servers including Storage and Networks.
- Technical Lead for System Designing and Implementation.
- Managing IT infrastructure of AUSTRALIA Airline, EUROPE and North America Banks Data Centers.
- Managing and performing daily administration task as per Remedy Ticketing tool and any infra related activity for data protection environments. Configuration, administration and troubleshooting of NetBackup Clients.
- Identify potential threats and vulnerabilities for business processes.
- Expert for client and team on all requests related to a particular account. Understands customer requirements and business
- Expert on client's tools/processes and applications. Focal for the account and management team in developing account level metrics reporting by pulling requested information from various sources and consolidating information.
- Project pool job roles involve responsibility for accomplishing project work from multiple clients, including planned work projects focused on identifying and introducing improvements within a work area or process.

AL-FUTAIM CARILLION, DUBAI and Carillion Alawi, Muscat, Oman

Nov 2005 – Feb 2009

Designation: Team Lead

PROJECT Commissioning and De-commissioning Servers (Physical & Virtual), Network and storage for Dubai Festival City/Dubai City Centre/DUBAL/Asian Beach Games (Oman)

- Maintain and manage the I.T. Infrastructure including commissioning and de-commissioning of Server/Storage/Network's in Data Center/Remote Sites and provides IT Service and maintenance throughout the life cycle of Projects.
- Managing work volume and to ensure service levels are met.
- Taking ownership and accountability of issue escalation.
- Work collaboratively with other managers within Enterprise Information Security; Systems support staff and other information technology units to continually increase the efficiency of processes and quality of service.
- Creating a collaborative team environment for the development and support.
- Ensured team members have been trained on all relevant processes

PROJECTS ACCOMPLISHMENT: -

- PAN-Aadhaar Seeding Implementation.
- PCI-DSS Implementation.
- Digidhan Mission project – Automation of Digital Transaction Report under MeitY.
- On-Premises Migration to AWS for Various BU's
- Audit logs ingestion through Nxlog Integration for Linux/Windows/SQL/Vertica.
- 2 Factor Authentication(2FA) Rollout across the Line of Business (Production and Development)
- Out of Band Management Integration with ADDS to Baseline A3 Policy (Authentication, Authorization, and Accounting)
- Migration of Layer Products (SAV, HPopenview, ITLM, NetBackup client) across the enterprise
- Successfully Automated Operational Readiness Process across the enterprise.
- Successful remediated System State Backup Failure across Production environment to reduce risk.
- Migration of Legacy MS Desktop OS to Carillion Standard images across the enterprise.
- In-place upgrade of Windows 2003 to 2008/2012 operating Systems.
- Migrated MS-Office 2013 to O365, Cloud(Windows Azure) successful.
- Migrated on-premises Active directory database of UAT Domain to Cloud (Windows Azure) successful.

TECHNICAL SKILLS: -

Description
<p>Server Hardware: - HP & Dell</p> <p>OS: - Windows 2012/2016/2019, Novel Netware, Linux, Ubuntu</p> <p>Virtualization Technologies: - Esxi</p> <p>Cloud Technologies: AWS, Azure and Owncloud.</p> <p>Storage Technologies: - EMC VNX, Vmax, Netapp and PureStorage.</p> <p>Network Technologies: - CISCO, ADC NetScaler and Pulsesecure VPN</p> <p>Frameworks: - • ISO 27001 • COBIT • ITIL • NIST</p> <p>Vulnerability Management Tools: - Rapid7 IDR, VM, SentinelOne, SonarQube</p> <p>Layer products: - SEP 10.x, NBU, HP Openview, HPSA, Vormetric, ADDM, Avamar and ILMT, Sentinel one agent</p> <p>collaboration Applications: - Jira, BMC Remedy, Confluence, Zoom, Slack and OneDrive.</p> <p>ERP/Database: - Primavera, Mentor, SQL and Oracle.</p> <p>Automation: - Ansible, octopus and PowerShell.</p> <p>Monitoring & Analytic tools: - Datadog and Sumologic</p> <p>Backup/Data management tools: - Cohesity</p> <p>DevOps Tools: - Stash, Teamcity, bitbucket, Passwordstate, Artifactory, Foreman, Rancher, Kafka, Kubernetes</p>

EDUCATIONAL QUALIFICATION

Bachelor in IT – 2004 From SIKKIM MANIPAL UNIVERSITY
PGD (IT) – 2014 (Part Time) From SIKKIM MANIPAL UNIVERSITY

PROFESSIONAL CERTIFICATION AND TRAINING'S

- Implementing Microsoft Azure Infrastructure Solutions Certification, (Microsoft Certification ID : 2945710)
- Microsoft Certified System Engineer(MCSE) – 2003
- Microsoft Certified System Administrator (MCSA) – 2003/2008/2012
- Cisco Certified Network Associate (CCNA),ID CSC010966414
- ITIL® V3 Foundation Certification.
- CISSP (ISC2) Boot Camp Training
- VMware VSphere 6.x Boot Camp Training
- ISO/IEC 27001 - Information security management Training
- PMP Lite Certification issued by Wells Fargo Bank
- ITIL Intermediate – Service Transition and Six Sigma Training
- AWS Architect Training from AWS

ACHIEVEMENTS

- Excellence Award from Education and Human Resource Council, Ministry of UAE for demonstration of Accountability and Continue Service Management improvements.
- Wells Fargo Annual Conclave Award for demonstrating excellence in contributing to shared goals.
- Wells Fargo Gold Coin Winner Award for consistently focusing on success of enterprise offshore shared goals and excellent service to our business partners and customers.
- Wells Fargo Three Stars Excellence award for drove efficient and innovation process improvement.
- Wells Fargo One Star Excellence award for continuous focus and accountability.
- Wells Fargo Best Practices Award to Support Continuous Improvement and Team motivation.

PERSONAL DATA

Passport No: P3934425
Gender: Male
Nationality: Indian
Marital Status: Married

Declaration: I hereby declare that the above information furnished above is true to best of my knowledge.