

Jixen Thomas Chittilapilly



CELL: +919633911203

EMAIL ADDRESS.: jixenthomas@gmail.com

Skype ID: jixen.thomas

DATE OF BIRTH: 20TH FEBRUARY 1975

Address: Marathon Nexzone, Avior, 25th Floor Flat No.

2508 , PANVEL, Navi Mumbai, Maharashtra, INDIA - 410206

OBJECTIVE ||

To Manage projects and lead a team in achieving S.M.A.R.T goal set for the organisation by utilising my competency skills and personal attributes resulting in immediate impact on corporate profits as a strategic business partner and contribute to continual growth of the organisation.

ACHIEVEMENTS ||

- INR **14 LAKHS** SAVED THROUGH SYSTEM IMPROVEMENT IN ASSET MANAGEMENT.
- INR **33.5 LAKHS** SAVED IN UTILITY BY PUTTING OFF ONE D.G. SET of capacity 125 KVA.
- INR **5.6 LAKHS** SAVED BY STOP ISSUING COLOUR TONER TO DEPARTMENT.
- REDUCTION OF **MICROSOFT LICENSING** AND COST BY IMPLEMENTING OPEN SOURCE.
- **ISO 27001 IMPLEMENTED** INFORMATION SECURITY MANAGEMENT CERTIFICATION .
- IMPLEMENTED TICKETING SOLUTION

- INR 12 LAKH SAVED BY OPTIMISING ISP TARIFF.
- INR 36 LAKH SAVED BY APPLYING VIRTUALIZATION AND CLOUD TECHNOLOGIES.
- INCREASED BRAND REACH VIA DIGITAL MARKETING
- EMAIL COMMUNICATION SYSTEM THROUGHOUT ALL BUSINESS
- IMPLEMENTING HRMS SYSTEM ACROSS ALL BUSINESS DOMAINS.
- ERP SYSTEM FOR JEWELLERY, GROCERY CHAIN, NBFC, TIMESHARE, ECOMMERCE, MLM.
- IMPLEMENTED SAP FOR ECOMMERCE BUSINESS.
- IMPLEMENTED IT POLICY & PROCEDURES.

KEY SKILLS ||

- Over 24 yrs of performance driven and self-motivated head of information technology with experience in Electronics / Electrical / Computer Hardware / Networking / Custom ERP Developments/ communication System Email/Telecom, Cloud Management)/security Systems/projects delivered through team work.
- Experience in handling IT Projects (**ERP – Microsoft Navision 2019, SQL database back end , Microsoft Dynamics, Microsoft Business Center, SAP -B1**) and Maintenance support to optimise productivity.
- Complete understanding about web technologies, software development, hosting and managing back ups.
- Adept at managing & leading teams for running successful process operations & developing business continuity plans, procedures and service standards for business excellence.
- Expertise in spearheading numerous IT Projects, ensuring delivery of Projects in compliance with Quality, Time & Cost.
- Data Security, data backup & Disaster Recovery Planning with backup solutions.
- Capable of handling complete project work within the specified priorities and deadlines, licence compliance, IT team and IT Vendors.
- Google certified digital marketing and done media-related activities such as communication and target researching and publishing, ad and content writing.
- Planning for social media marketing by estimating reach and target with paid and unpaid activities with a funnel method conversion ratios.

- IT Infrastructure Management
- Business Continuity Planning
- Windows Servers administration
- IT ISO Certification
- IT Projects Management
- HRMS Implementation
- IT Operation Management
- Technology Implementation
- Data centre Administration
- Change Management Requests
- Setting up Virtual Environments
- Virtual Environment
- Vendor Management
- IT Security & Compliance
- Virtualization Administration
- ERP Implementation
- Cloud Management
- LED Wall Implementation

QUALIFICATIONS ||

- ELECTRONICS AND RADIO COMMUNICATIONS.
- BACHELOR OF SCIENCE AND IN INFORMATION TECHNOLOGY.
- POST GRADUATE DIPLOMA IN BUSINESS MANAGEMENT FROM ALAGAPPA UNIVERSITY.
- PURSUING MBA FROM ICAI UNIVERSITY TRIPURA (DISTANCE COURSE).

CERTIFICATIONS & ADDITIONAL COMPETENCIES ||

- **NOVELL NETWARE TECHNOLOGIES FOR NETWORKING**
- **ERP TRAINING – MICROSOFT DYNAMICS 365, NAV 2019, MICROSOFT BUSINESS CENTER**
- **SIEBEL CRM SYSTEM**
- **REMEDY FOR ITIL IT-BASED CRM SYSTEM**
- **MCSE TRAINING FOR WINDOWS NT & SERVER TECHNOLOGIES,**
- **SIX SIGMA CERTIFICATION FOUNDATION**
- **CCNA TRAINING COURSE FOR CISCO SYSTEMS**
- **ITIL V3 FOUNDATION TRAINING**
- **CITRIX FOUNDATION TRAINING**
- **DIGITAL MARKETING FOUNDATION.**
- **VMWARE – VIRTUALISATION FOUNDATION COURSE.**
- **DSC FIRE ALARM SYSTEMS**
- **MATRIX PUNCHING OR ATTENDANCE SYSTEMS**
- **MICROSOFT OFFICE 365**
- **MARATHON BACK UP SYSTEM.**
- **GOOGLE CERTIFIED DIGITAL MARKETING**

WORK EXPERIENCE ||

Duration	Company	Designation
18 April 2023 - October 2023	Enhance IT (Mumbai Lower Parel)	HEAD- IT
<ul style="list-style-type: none"> ● Managed Team of 15 members that included IT manager, Software Developer, External Vendor. ● Implemented IT Policies across US, UK and India as expected by Management. ● Managed IT operations and IT infrastructure for 8 various domains for the business. ● Migrated data from various domains and unified the data to a common domain. ● Manage, Enhanced also Optimised Omega HRMS as per set expectations. ● Implemented IT security policies across US and UK organisations. 		

<u>Duration</u>	<u>Company</u>	<u>Designation</u>
07 Oct 2021 - Feb 2023	PITTIE GROUP - PROBODY BALANCE PVT. LTD	GENERAL MANAGER - IT

PITTIE GROUP - PROBODY BALANCE PVT. LTD as General Manager -IT - Managing their entire IT operations for all branches and 23 warehouses PAN INDIA

- Currently managing a team size of 15 nos.
- Implemented IT Vulnerability testing and gap analysis.
- Implemented IT Security Audit and Compliance as per RBI.
- Implemented IT Policies for the company as per the business objective.
- Implemented Business resource documentation as per department and module-wise with management approval.
- Software challenges addressed and follow-up and change management requests applied.
- Cost optimization of IT systems and networking for branches implemented.
- Implemented ongoing correction of the HRMS system on a central server.
- Daily Data Backup and Business contingency plan implemented.
- The team was trained on new software changes and also gave them training on technical support as to how to handle and optimise services in future.
- Vendor management was implemented for capturing new as well as old IT requirements.
- Budgeting or setting up cost centre for the IT Dept..
- Managing a team of software developers for any business software i.e. Microsoft Navision, Microsoft Business centre, Shopify to BC integration, Bizzom to Microsoft BC, TMS (Transport Management System) integration with Microsoft Business Centre
- HRMS integration with Microsoft Business Centre for payroll.
- Biometric integration to all warehouses for tracking and updating hrms.
- Installing and configuring CCTV and Door access system for corporate office and warehouses.
- Office 365 migration and setting up policies and guidelines from Gsuites.
- Training and UAT for end users.
- Full Documentation of the business process and getting approval from the Board.
- Business continuity process laid on incase interruption in services.
- Availability of Biometric systems synced across all business units.
- Implemented IT Budgeting to control and optimise year on year expenses.
- All BU included for endpoint protection and protection against hacking and virus attacks.
- IT Ticketing system implemented to monitor and resolve recurring problems

<u>Duration</u>	<u>Company</u>	<u>Designation</u>
07 Nov 2016 - Sep 2021	CHEMMANUR INTERNATIONAL GROUP	CHIEF IT Head

Worked as Chief IT head for Chemmanur International Group and managed their entire business IT Operations for multiple locations such as -UAE/INDIA/Malaysia/USA- Houston/KUWAIT

Group Business Domains Worked : NBFC / Jewellery / MLM/Supermarket /Ecommerce /Real Estate Project and Timeshare

- Managing team of 120 nos
- Business Domains Managed
 - Bobby Bazaar Retail domain | www.bobybazaar.com
 - Oxygen Hotels and Resorts i.e. Mahindra club or sterling | <https://cluboxygen.net/>
 - Oxygen City Real Estate i.e. real estate
 - Phygicart Ecommerce domain i.e. www.phygicart.com
 - Chemmanur International Jewellery chain - 180 Branches <https://www.chemmanurinternational.com/>
 - Chemmanur credits and Investment - 180 Branches | <https://chemmanurcredits.com/>
- Call Centre Operations | Digital Marketing | Central Security Systems
- Multiple Data Centre Planning and commissioning

- Jewellery Billing Software Support
- Network Support Management
- ISP service sourcing and implementation
- Disaster Recovery System
- Resource planning for Supermarket Systems and implementation
- Resource planning for NBFC Billing and implementation
- Liaising with vendor and cost negotiations
- Virtualization and resource planning.
- Resource planning for email services on cloud connecting 14 domains
- IT Vulnerability Auditing
- Asset Management and AMC.
- ERP Implementation of MS-Dynamics for phycicart and Jewellery - MS Dynamics Navision 2016 , Manager their entire IT Operations(12 Factories and Head Office) NAV / .Net

<u>Duration</u>	<u>Company</u>	<u>Designation</u>
03 Feb 2015 - October 2016	Atlas printing Press LLC	IT HEAD – UAE, DUBAI.

- ERP Implementation of MS-Dynamics - MS Dynamics Navision 2016 , Manager their entire IT Operations (12 Factories and Head Office) NAV / .Net
- Installing, Configuring and Troubleshooting of Networking Equipment: Routers and Switches.
- Switches: Basic Configuration and VLAN setup on Cisco 1900, 2950, 2960 switches.
- Router: Basic Configuration and monitoring of Cisco 2500, 2600, 1800
- Back-up and restore of all critical resources including router IOS, Outlook , System State data
- Perform Troubleshooting end-to-end between the two sites
- Provide training to staff at the customer location
- Build and maintain Visio documentation database of network topology
- LAN/WAN design and implementation using Cisco routers, hubs and switches
- Lead a team of 10 engineers providing top level support and working on long term projects and managed IT infrastructure.
- Implemented **ISO 27001 certifications** and auditing.
- Implemented **Microsoft Exchange office 365 for 120 users**
- Configured cisco routers. SonicWALL, cisco switches, Avaya telephony ip500
- Implemented Budgeting for IT Division to understand expenses and curb or control
- Resolved Issues pertaining to Software and hardware connectivity of old Heidelberg printing presses also coordinated with the Germany support team for prompt resolutions.
- Provide training and support for implemented processes such as Exchange online/Office 365 / ERP/ Centralised Access System.
- Redesigned Citrix infrastructure due to poor user experience and attained high output
- Implemented ERP with Microsoft Dynamics Navision with proper end to end audit reports.
- Ensured full compliance by Monitoring daily issues and resolved tickets assigned.
- Managed leased line Connectivity across all business locations.
- Perform troubleshooting activities to correct hardware or software malfunctions.
- Coordinating with various teams across the organisation to check and resolve technical/ IT challenges to enable smooth flow of operations.
- Updating group policies as per security and access requirements.
- Generating reports regarding network breakdown. Also maintaining downtime reports to understand and analyse the cause of different downtime issues and discussing them with higher management.
- Worked on the Citrix platform and associated services for secured processes.
- Assigning team critical tasks such as asset inventory, backup of data, network monitoring and reporting etc.
- Dealt with Supplier or vendor for IT procurement also process aligned.

<u>Duration</u>	<u>Company</u>	<u>Designation</u>
22 Nov 2010 - Dec 2014	CUSTOMER DELIGHT TRADING	BDM – UAE, Abu Dhabi.

- Manage business in the Electrical, Instrumentation and Oil & Gas Sector.
- To manage internal communication and IT Systems also adhering to ITIL Standards.
- To Understand Intelligent Lightning protection systems (Gen-3) and implement sales strategy.
- To implement ERP systems leading to smooth operations and Excellency.
- To implement Help Desk Management for IT problem management, escalation and resolutions for smooth operations of service centre
- To Open up an IT division hardware/software depending upon the client requirement

<u>Duration</u>	<u>Company</u>	<u>Designation</u>
Aug 2008 – Dec09	Sparsh India PVT Ltd	Assistant Manager for Project (Aircel Telecom Client)

Job Profile:

(A) Recruitment (B) Talent Management (D) Communication (E) Project Management

- **IT- Recruitment and Technical Orientation of** Candidates in Sparsh India PVT LTD.
- Identifying and grooming organisation IT talent through **Assessment Centres and Talent Engagements.**
- **Facilitating** and initiating communication within and across business units and establishing a robust communication system to ensure adherence to set processes.
- Managing new BPO Site at Pondicherry as per client requirement (Aircel Telecom) for voice and web-based setup (210 seats later to be increased to 600 nos).

In Details:

Assistant Manager – Aircel Telecom Client (Mumbai, Pondicherry & Chennai).Lead the whole team in managing a new site at Pondicherry for IT Infrastructure right from manpower planning to implementation of the project (210 Seats 1st phase and 290 2nd phase).

- Establishing Voice/Data connectivity between Aircel Point of Presence and the delivery centre.
- Setup Data connectivity to Aircel Data Centres in Chennai & Coimbatore for production and training requirements initially on a TDM sketch and then later on VOIP Technology.
- Implementing all requirements and ensuring the site readiness as planned and as per client RFP.
- Procuring IT Equipment (Cisco 3845 Router, L3 3560 switches, PRI Lines on WIMAX and Fibre switch over, Firewall Security ASA5510 as per raised requisition.
- Coordinating with service providers and government sectors for DOT approvals and leased operations.
- Adhering to secured network access and assigning group policy with restrictions enabled having approved internet access only to managers.
- Designing internal escalation matrix for any breakdowns or poor services and robust communication methodology in dealing with severity issues as per ITIL Standard
- Managing equipment, services and vendors as per timeline.
- Maintaining all mandatory compliance records and keeping it ready for audit or future references.
- Making Tactical Design diagrams in Ms Visio with proper mappings of Network Equipment's data and voice paths also switches over clearly defined data.
- Managing supported Equipment's i.e. IT Equipment, UPS, DG Equipment, Access card security systems (TATA HONEYWELL, LENEL SYSTEMS) including surveillance system issues, BMS systems for setting up new projects.
- Ensuring the backup of data using storage systems.
- Working with client applications to ensure agents use these applications for call centres.
- Underwent training for ITIL certification.

Duration	Company	Designation
Nov 2001 – till Aug 2008	Aon - Hewitt Associates	Sr.Tech. Administrator

- Lead five engineers providing top level support and working on long term projects and managed IT infrastructure.
- Trained support functions and implemented the process.
- Handled various other integration-related tasks.
- Served as the technical point of escalation for customer-related issues.
- Ensured full compliance by Monitoring daily issues and resolved tickets assigned.
- Managed customer leased line and dedicated ISDN installations.
- Perform troubleshooting activities to correct hardware or software malfunctions.
- Supported, monitored, and tested, hardware / software problems pertaining to LAN.
- Coordinating with various teams across the organisation to check and resolve technical/ IT challenges to enable smooth flow of operations.
- Coordinating with the US tech team for any severities.
- Raised CMR (Change Management Request) for shutdown activities during outages.
- Updating group policies as per security and access requirements.
- Generating reports regarding network breakdown. Also maintaining downtime reports to understand and analyse the cause of different downtime issues and discussing them with higher management.
- Worked on the Citrix platform and associated services for secured processes.
- Assigning team critical tasks such as asset inventory, backup of data, network monitoring and reporting etc.
- Timely and surprise audits to ensure adherence to set protocols.
- Underwent training for **six sigma certifications**.

Prepared By - **Jixen Thomas**

Signatory -

Place : MUMBAI