



KUNAL KUMAR

IT Operations Management / Infrastructure Management / Project Management

Growth Strategist targeting senior positions such as **IT Head, Project Delivery Manager, IT Service Manager, and IT Administrator** with a vision of developing & implementing excellence in providing business IT solutions

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PROFILE SUMMARY

- **Strategic Business Planner** with over 23 years of expertise in leading and strategizing technology road maps, who quickly assess obstacles ensures proper solutions, and elicits top performance across premier organizations
- **Concept-to-execution driver & turnaround specialist** in providing a spectrum of services ranging from the development of solution Architecture, IT Infrastructure, solution design & delivery, and providing operational support
- **Multi-faceted Leadership Expertise in high-profile executive roles**-selected by the firm in tackling challenges for driving efficiency, building world-class teams that drive innovation with excellence
- Proven success in leading end-to-end perfection across Installation, Configuration, Service, Problem, Escalation & Project Management with excellent in managing issues that could impact end-to-end delivery operations, performing root-cause analysis for remedying technical difficulties, and providing leadership/ direction
- Diversified exposure to handling multi brands like **Dominos Pizza** (One of the successful QSR U.S brands), **Kyochon**, "**Coffee Beans and Tea Leaf**", **NightLife**, and **Godiva**) placed under one umbrella
- Spearheaded the IT Operations, System Engineering & Administration, Networking, Virtualization, Infrastructure Management, and Team Management; skilled in building & maintaining vendor relationships
- Customer-centric approach with skills in addressing management priorities and resolving escalations within prescribed TAT, thereby attaining client delight and high compliance scores
- Skilled in delivering cost-effective IT infrastructure; strengths in corporate engineering, technology implementation, and management of diverse technical teams
- Led implementation of CCTV across the Group of Companies and Finger Scan Across the Group of Companies
- Managed, mentored & trained teams to run successful process operations & experience in developing procedures, and service standards for business excellence

WORK EXPERIENCE

Since - Apr'18: Domino's Pizza International as Specialist International Operation Technology APAC

Key Result Areas:

- Leading and taking care of 13 countries (India, Sri Lanka, Bangladesh, Cambodia, Malaysia, Singapore, Indonesia, Vietnam, Guam, Nigeria, Kenya, Mauritius, and Ghana)
- Develop and support the relationship with the Master franchises In APAC region (over 2500 retail outlets)
- Deliver technical presentations explaining IT products to existing and prospective international master franchises.
- Led project teams in the planning, execution, and implementation of projects across the APAC Region.
- Collaborate with internal teams on customer feedback and help resolve open issues, improve customer satisfaction, and increase the adoption of DPZ products
- Advise international franchisees on technology implementations to drive profitability and improve operations
- Spearheading IT infrastructure including strategic initiatives, infrastructure evaluation, vendor evaluation, budget forecasting, and service delivery
- Proactively supervised staff to ensure stable, reliable & efficient IT operations in alignment with the organization's business objectives
- Involved in developing & maintaining enterprise IT policies & procedures to ensure the protection of IT assets and integrity, security, and information privacy
- Managed regional contracts & external suppliers, including contract negotiation, and vendor selection, in alignment with the global IT service and vendor management

CORE COMPETENCIES

- IT Infrastructure Mgmt.
- System Administration
- ERP Implementation
- End User Service Mgmt.
- Asset Mgmt.
- IT Budgeting & Procurement
- People Mgmt.
- IT Resource Mgmt.
- Strategic Business Planning
- Budgeting and Forecasting

EDUCATION

Bachelors in Computer Science from Poona College, University of Pune in 1999

TECHNICAL SKILLS

Database: MS-SQL Server 2017

Tools: BI, Crystal Report

Report Operating Systems: Windows

Infrastructure Management: Network Architecture; Hardware (HP, IBM, and Dell Servers)

ERP: NetSuite

SOFT SKILLS



Key Highlights:

- Successfully implemented a system for Point of Sales (POS)
- Rendered complete technical support and guidance to Asia-Africa-Pacific Domino's Pizza markets around the globe
- Dominos Online Ordering System (Web & APP)
- Engaged in MIS reporting
- Introduced New tech enablement like GPS, DSS, Cutting Edge
- Proactively involved in guiding Data-Centre setup
- Receipt Enhancement for all Domino's Pizza International markets include Europe, UK
- Introduced new ideas to improve efficiency at the store level as well as the Corp office from POS data
- Provided online support to all markets for day-to-day life

Aug'13 – Apr'18: Fenix Pizza Co. Ltd., Bangkok as Senior Manager IT - Thailand & Cambodia)

- Successfully set-up Datacenter for Entire Group, it includes 10 Physical Server and 20 VM's
- Implemented CCTV at all Brand branches and at office; VPN Connectivity over the Branch and Office for all Brand
- Led 10 Vendors for Hardware / CCTV / Finger Scan / Internet Connectivity and Setup of Office and Branches
- Finalized AMC and SLA for the Vendors
- Provided advice & solutions on usage information technology to meet their business objectives or overcome problems, devising & implementing IT strategies, policies and procedures for all IT platforms solutions for Entire Groups of Food Capitals Organization
- Slashed cost by \$.5 Million by auditing close expenses, automating online solutions, introducing OPEX Model and establishing offshore development strategy
- Improved service delivery quality by 100% by designing online tools which helped the Store to improve their performance and achieve their margins
- Minimized incidents by preventing recurrence by splitting effort into short/long term problem management
- Rewarded by APAC Team for providing extensive support for opening of a new store in Cambodia

Projects Executed:

- NetSuite ERP implementation at Fenix Pizza (Domino's Pizza) for "Accounts, Purchase, POS, Supply Chain"
- Implementation phase of ERP for other Brand for the Group Chain"
- Responsible for Data consolidation involving development of reports for accounts in Excel & HTML and data backup solution.
- Development, implementation & support of PULSE Software for Domino's Pizza, Thailand and Cambodia as per international (US) standards
- Implementation of VPN connectivity at Thailand from Corporate Office to the stores without any additional costs
- Deployed in-house application for data centralization & reporting including deployment at the call center, website and APP as per schedule
- Managed Implementation of Call Center for Domino's Pizza, from 3rd party through API, at Thailand and Cambodia
- Development of Website and Mobile APP for Dominos for Thailand & Cambodia

Sep'07 – Aug'13: Jubilant Food Works Ltd., Mumbai as Regional Head – IT

- Development Project in Vb6 and SQL Server Database including performing testing of newly developed software
- Maintenance and support of IT Infrastructure and software at Regional Level for 174 stores and 6 offices
- Managed 7 core Team and 15 Engg. and support to 145 outlets
- Introduced & implemented POS at Domino's Pizza across western & central India enhancing POS as a Team Leader
- Implemented Asset Management, Missed Call Utility including Hand Handle Hardware & Software Integration
- Participated in the VOIP Integration from Corp office to City Office and 200 Branches
- Setup 5 City Office and 3 Regional Office includes 2200 Computers, Servers, Printer and VPN Connectivity

**PREVIOUS EXPERIENCE****May'03 – Sep'07: Nirula's Corner House Ltd., New Delhi as Assistant Manager - IT2****Feb'02- Apr-03: Tivoli Garden Resort, New Delhi as EDP Manager****Jan'01- Jan'02: Nirula's Corner House Ltd., New Delhi as Software Developer****Jan'00 - Jan'01: CSAT System Pvt. Ltd., New Delhi as Software Developer****PERSONAL DETAILS**

Date of Birth: 26th August 1975

Address: Plot No. E 25, Flat No. 701, Pratham Darshan CHS, Sector 6, New Panvel, Navi Mumbai – 410206

Nationality: Indian **Marital Status:** Married **No. of Dependents:** 3 **Passport Details:** No. Z4946494; Valid Till 28/05/2028