**Prashant Chaudhari**

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**Career Objective**

* To Obtain a Project/Operation management position within a growth oriented progressive company. I want to apply my project management skills to an environment where they will make a significant impact for IT planning and strategic development to improve the performance

**Synopsis & Professional Skill**

* Dynamic IT professional with 7.5 years experience in IT-Operation, Data center Infrastructure management, Project implementation-planning and management, Vendor management, Procurement Management, People Management.
* Good leadership and people management abilities, delegating, motivating and mentoring team to performance excellence.
* Hands on experience in resource allocation & implementation of ITIL process in Data center, Infrastructure Projects, IT Operations, Vendor Management, and Procurement Management.
* Sincere, creative and proactive individual with proven learning and sound decision making abilities.
* Experience to work as an internal ITSMS auditor to maintain quality of service and increased business and customer satisfaction including ITSMS training & Certification.

**Education** **Qualification**

* PGDBA (IT Projects), MIT Institute (Pursuing).
* Diploma in Information Technology Engineering.
* HSC from Mumbai

**Professional** **&** **Training** **Certifications and Achievements**

* ITIL Certified Ver. 3.0
* ITSM Certified as per ISO 20000
  + - * Successfully attended & completed Internal Auditor training of ITSM from DNV VERITAS.
* Awarded as Udan Sitara award from Wipro west zone in 2010
* Awarded as Best Performer Team from NSEiT Ltd. in 2012
* Awarded as Best Performer from Optimum Solutions in 2015

**Working Experience**

**Deutsche Bank (Dimension Data) (Aug 2016 till Date)**

**(Optimum Solutions) (Nov 2013 till Jul 2016)**

**Designation: IT Operation/Project Manager**

Working with Deutsche Bank as a Project Manager for All the Data Centers related Projects across PAN India location.

**About the Company:**

Deutsche Bank is a leading global investment bank with a strong and profitable private client’s franchise. A leader in Germany and Europe, the Bank is continuously growing in North America, Asia and key emerging markets. With more than 78,000 employees in over 70 countries worldwide, Deutsche Bank offers unparalleled financial services throughout the world. The Bank competes to be the leading global provider of financial solutions for demanding clients creating exceptional value for its shareholders and people.

**Job Responsibilities:**

**Operational Activity**

* Globally responsible for the overall performance, availability and optimization of Data Center and IT rooms across PAN India.
* Managing infrastructure for all DB Data Centers across PAN India locations.
* Work with team to create project scenarios (scope, schedule and budget) and provide to

Stakeholders to get a clear project plan approved and published.

* Manage On-site, near shore, and off shore staff to ensure optimal functionality of IT project
* Coordinate with other teams to identify, design and implement new system to support business needs.
* Manage contract negotiations, vendor selection, procurement and budgets for all IT Projects

As per the requirement

* Prepare and Finalize documentation to ensure compliance.
* Prepare monthly reports to present to higher management.
* Conduct MOR (Monthly Operation Review) of various vendors.
* Arranging & participating Global meeting call, change call, provision calls, incident calls, etc...
* Publishing monthly governance, capacity reports to respective teams and management.

**Project Activities**

* Successfully implemented the Site Revamp/Refresh, White field, Green fieldprojects
* Coordination with all teams to understand requirement and expectation respected to the IT cabling, datacenter, etc..
* Participating on project calls for sharing the project updates and understanding the new developments
* Analysis the requirement and prepare the documentation accordingly
* Coordinate with the vendors for the designing, BOQ preparation.
* Actively participate in negotiation and procurement of material, vender selection.
* End to end coordination and having audits during the execution phase.
* Preparing the final documentation and supporting all the project activities till the handover to the operations team.

**National Stock Exchange ( NSEIT ) (Sep 2010 till Nov 2013)**

**Designation: Project Lead**

Worked with National Stock Exchange India Ltd. (Formerly National Stock Exchange IT), Mumbai, As a Project Lead, for Collocation Data Center.

**About the Company:**

The National Stock Exchange (NSE) operates a nation-wide, electronic market, offering trading in Capital Market, Derivatives Market and Currency Derivatives segments including equities, equities based derivatives, Currency futures and options, equity based ETFs, Gold ETF and Retail Government Securities. Today NSE network stretches to more than 1,500 locations in the country and supports more than 2, 30,000 terminals.

**Job Responsibilities:**

* Managing Helpdesk Team & vendors, executing IT operations at first level.
* To ensure timely delivery of projects with complete coordination to their respective Members, Managers.
* To maintain the end to end coordination during the project execution and afterward Operations.
* Submitting daily internal reports to the management.
* Addressing complaints of the Members belonging to the Co-Location Datacenter.
* Maintaining SLA as per COLO Operations Service Management Catalog.
* Managing NSE Collocation data center for 24\*7/365 Support, Working in a shift.
* Maintains data center health status, handling first level escalations providing first level support.
* Managing Server hosting process in data center.
* Call login through CRM tool and using C-Zentrix systems for on call support.
* Maintaining SLA, Asset management, Vendor Management, Maintaining ISP Details.
* Coordination with NSE brokers, NSE Telecom team, Coordination with Lease line Service providers.
* To Maintain Daily, Weekly, Monthly & Yearly Backup on Backup server & Tape drive.
* Following ITIL process in Data center operation, Maintaining ITSMS audit document, version control, Internal auditing and representing External audit for Datacenter policy and processes without any major NC.
* Maintaining proper record for IMAC, Known Error database for all incidents, RFC,
* Taking feedback from member for service continuity.

**Zenith InfoTech Ltd, Mumbai (May 2010 till Sep 2010)**

**Designation: - NOC L1 Engineer - Backup Disaster Recovery**

Worked with Zenith InfoTech Ltd., Mumbai, as a NOC L1 Engineer - Backup Disaster Recovery Project.

**About The Company:-**

Zenith InfoTech is a next generation business continuity solution. It has come up with cloud computing & backup disaster recovery concept. Besides this, it also provides technical solution to the leading enterprises situated across the globe with remote support.

Job Responsibilities: -

Service Assurance & Data Backup:-

* Managing DHCP Server.
* Scheduling and Monitoring Windows server backup process through its backup features.
* Disk-Quota assigning on file server.
* Handling all types of Email related issues on client side as well on server.
* Monitoring backup process which are schedule on client machine using SAAZ Application Tool.
* Resolving hardware as well software level work.
* Co-ordination with vendors and ISP.
* Configuring & Managing McAfee server edition antivirus. (Updating virus definition.)
* Resolving all types of Printer Calls.
* Secured wireless network setup for laptop users.

**Wipro Info Tech, Mumbai (Oct 2009 till May 2010)**

Designation – Technical Support Engineer

I was providing the Technical Support to Employees of Future Group at ascot center location as a Technical Support Engineer.

About The Company:-

Wipro Info Tech is a leading provider of business process outsourcing services focusing on multiple horizontals and verticals.

Job Responsibilities:

* Troubleshooting of Windows operating system problem.
* Managing Active Directory & Deployment and troubleshooting of Group Policy.
* Managing User Profiles, User Permissions & Managing Groups and Users.
* Providing support for Mail Configuration on Blackberry
* Installation of Outlook & troubleshooting Outlook related problem
* Resolving first end of printer calls like installation over network, as well shared connection.
* Maintaining Inventory of all computers, printers and scanners as well network diagram.

**Personal Details**

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| Name | : | Prashant Ankush Chaudhari |
| Date of Birth | : | 02nd Sep 1987 |
| Marital Status | : | Married |
| Languages Known | : | English, Hindi, Marathi |
| Phone | : | Mobile - (M)+91 9594971280 |
| E-mail | : | Prashant.Chaudhari02@gmail.com |
| Availability | : | 60 Days |