

KEY SKILLS

- Leadership • Defining and driving Strategies • Stakeholder Management • Technology Transformation
- Process Transformation
- IT Infrastructure • Automation • Software driven Infrastructure • IT Security • IT Operations • IT Consultancy • IT Governance • IT Risk and Control

ACCREDIATIONS

- CCIE- Cisco Certified Internetworking Expert # 15450 (SP) April 2007
- CCIE- Cisco Certified Internetworking Expert # 15450 (R&S) November 2005
- CCIE- Cisco Certified Internetworking Expert Qual (Security) October 2009
- CCIE- Cisco Certified Internetworking Expert Qual (DC) September 2014
- CCDE- Cisco Certified Design Expert - Qual November 2011
- CCSP- Cisco Certified Security Professional August 2004
- CCNP- Cisco Certified Network Professional (R&S) August 2002
- CCNA- Cisco Certified Network Associate May 2001
- BCCPA- Blue Coat Certified Proxy Administrator August 2012
- SA7- Sun Certified System Administrator January 2002
- ITIL V3- IT Infrastructure Library January 06 / May 2012
- AWS- AWS Architect December 2018
- DevOps- October 2018

PROFESSIONAL EXPERIENCE

Barclays Global Services

Head of Networks Technology

Pune, IN

Jan '13 - Present

Barclays is a British multinational investment bank and financial services company headquartered in London.

In capacity as **VP-Head of Networks Technology**, I am currently working in a leadership role for Barclays Global Technology Infrastructure Services.

- Define Global Function Strategy - Product, Delivery, People and Location
- Provide leadership to 150 engineers and managers strong Global Foundation Infrastructure Services team - Global Solutions Delivery, Global Operations Support and local leadership for India CoE.
- Product Management – RFPs and product lifecycle
- Define and run technology Transformation agenda and Initiatives
- Own and Manage IT Risk and Control Agenda
- Vendor Management – Telecom, System Integrator, OEMs
- Liaising with Legal, Risk, compliance and Financial teams
- Planning and managing run budget of more than GBP 5 million GBP

JP Morgan Chase

Engineering Manager

Bengaluru, IN

Feb '07 - Jan '13

JPMorgan Chase & Co. is an American multinational investment bank and financial services company headquartered in New York City.

In capacity as **Engineering Manager**, I transitioned to Global leadership role and managed to Setup, Transition and deliver on three different functions.

- Leadership for *Global Data and Voice Tier3 Operations* for JPMC
 - Define, build, standardise and rolling global tier-3 operation function
 - Build and run team of high performing team with highly skill leads/engineers across Bangalore, HK and London.
 - Owning Global data and Voice network operation. Driving Tier-2/Tier-1 operations
 - Leading High Impact Incidents and Problem Management.
 - Identifying, planning and rolling out Service Improvement Projects, resulting in 50% high Impact Incident reduction within a year
- Setup, Transition and Manage *Global Network Operation Center* for JPMC
 - Setup and transition of NOC into Follow the Sun Model
 - Ensuring that the members of the team are appropriately hired, trained, managed and rewarded
 - Ensuring that all activities are conducted diligently and that any issues identified are handled appropriately and promptly and, where appropriate, are escalated
 - Devising KRAs and KPIs for the Team
 - Report out performance metrics to business and IT leaders
 - Providing a thorough and insightful analysis of Incidents resulting in input to Problem Management.

WorkShops

- Project Management: PMP, Agile
- LEAN: LEAN Basics
- Advance Recruitment Skills
- Cisco Certified Voice Professional (CCVP) boot camp
- Security: ForeScout NAC
- SDN – Cisco ACI and DNA, Nuage, Versa
- SCM: Git, GitHub
- Continues Integration: Jenkins
- Configuration Management: Puppet, Chef, Ansible
- Container: Docker, Docker Swarm, Kubernetes
- Coding: Python and Java
- OS: Windows, Linux and Unix
- Cloud: AWS and Azure
- HyperVisors: ESXi/HyperV/Xen/KVM
- Penetration Testing: Metasploit
- Database: SQL and NoSQL
- Monitoring: Nagios, ELK, Splunk

Interest

Fitness, Marathon, Paragliding, Horse Riding, Cycling, Martial Arts, Tennis, Swimming and Technical Reading

- Design, Build and Manage JPMC MPLS network as part of Backbone Engineering team
 - Devise technical, cost effective solution and interacting with Senior Executives.
 - Design and Build out of MPLS global core network
 - Build out of North East MAN network
 - Build out of Interconnect for bank mergers and acquisitions
 - Motivate and manage performance of team of highly skilled members

Cisco Systems

Technology Operations Manager

Bengaluru, IN

📅 May '10 - Mar '11

Cisco Systems, Inc. is an American multinational technology conglomerate headquartered in San Jose, California, in the center of Silicon Valley, that develops, manufactures and sells networking hardware, telecommunications equipment and other high-technology services and products.

In my capacity as **Technical Service - Manager**, I was leading Unified Communication Backbone TAC support for EMEA Region. I was responsible for the following activities

- Leadership for EMEA Unified Communication TAC Backbone team
 - Turn around of unified communication team to top performing team, boosting MBOs for entire center.
 - Configured skill based ticket routing identified based on the historic raw data and got it optimised.
 - Provided a thorough and insightful analysis non performing team members and laid out detailed turn around plan
 - Devise, presented and agreed the scientific method for performance inter-ranking for entire center for more than 250 engineers and 10 managers.
 - Methodological training and introduction plan for Unified Communication Backbone engineers
 - Voice infrastructure Lab planning and usage for Bangalore Center

Emircom

Senior Technology Consultant

Dubai, AE

📅 May '06 - Dec '06

Emircom is a leading Cisco Gold Partner, which specializes in providing solutions to Service Providers in Middle East.

In my capacity as **Senior Technology Consultant**, I was responsible for the following activities.

- Project Management and Implementation for leading regional ISP
 - Consulting and Solution for ISP networks in ME Region
 - Consultation and Support for ISP MPLS/VPLS/AToM/VPN Networks in ME Region
 - Design and build out of Campus and Enterprise networks
- Pre-Sales Consulting
 - Assess Customer Requirements and provide connectivity and Security solutions
 - Submission of responses for RFIs/RFPs
 - Assist sales team to win and secure deals
 - Running PoC for ISP and Enterprises

Convergys

Senior Technology Engineer

Gurugram, IN

📅 Oct '02 - May '06

Convergys Corporation is a corporation based in Cincinnati, Ohio, that sells customer management and information management products, primarily to large corporations.

In my capacity as Technology Infrastructure **team lead**, I was responsible for the following activities.

- Design, Build and Integrate Convergys IT Infrastructure Connectivity
 - New Site and Collocate infrastructures build out in EMEA, APAC & India region
 - WAN backbone Re-design and Optimisation for APAC Region
 - Off-shore Internet gateway setup
 - Capacity Planning for WAN Infrastructure
- Manage/Support global network infrastructure for Convergys (Consisting of 50000 + Users)
 - Ensure 99.9 % site availability of Network Infrastructure
 - Ensure 100% compliance to corporate and client security standards
 - Client Specific Networks/Security considerations
 - Managed team of skilled Network Engineers
 - Managed high profile Project Implementations

EDUCATION

Dr. K N Modi Institute of Engineering and Technology

University of Meerut

Modinagar, IN

📅 Jul '96 - Jul '00

Electronics and Communications Engineering

First Class
