**Krishna Mahato Mobile**: 8105000449 ~ **E-Mail:** Krishna.mahato@gmail.com

**Senior IT Professional**

**Project Management/Service Delivery/ IT Infrastructure Management/ Operations Management**

**CAREER OVERVIEW**

* MBA-IT with experience of **over 11 years** in Service delivery, Project Management, IT Infrastructure, Incident Management, Change Management and Problem management.
* The experience includes working as Project Manager, Project Lead (Technology/Process), EUS Lead with reputed Global organisations like IBM India Pvt Ltd., HCL Infosystem and Wipro franchise.
* Currently associated with **IBM India Pvt. Ltd. as** **Project Manager**, involved in driving many Enhancement, New Rollout and Automation Projects.
* Expertise in concepts of **end-to-end project planning and implementation** from scope management to activity sequencing, risk analysis to quality management in adherence to quality guidelines and norms.
* **Primary Point of Contact for EUS Operation**, managing ABB Corporate office & Regional IS centre Support.
* Successfully completed Paper less **asset inventory**, a new approach which reduced Time, Man-hours, Papers and cost benefit.
* Contributed in quarterly Csat with record breaking scores of India standing 1st in response and 2nd in overall satisfaction.
* Implementing effective utilisation of **ITIL best practices for IT operations**; well versed with ITIL Processes: Change Management, Incident Management, Configuration Management, and Problem Management.
* Successfully Lead PAN India **O365 rollout**, role comprising coordinating with Network team for link delivery/configuration, SCCM team for Office 365 package push, pre-requisite data collection and analysis, coordinating with team for training, End user mail box migration.
* Ensuring PAN India end user asset security compliance.
* Acting as an escalation gate to resolve critical issues of the team members and resolving conflicts within the team.

**Key Skills:-**

Project Management, IT Service Delivery, IT Infrastructure Management, Risk Assessment, Vendor Management, Stake holder Management, ITIL- Incident, Change, Problem Management, SLA Management, Asset Management.

**EMPLOYMENT SCAN**

**Project Manager since Nov ’13**

**IBM India Pvt. Ltd. Client: - ABB India Pvt. Ltd.**

***Notables:***

* Working as Project Manager driving Projects, Involved in all the phases of project management like Initiation, Planning, and execution, monitoring and controlling and Closing.
* Successfully handled paperless asset inventory project (eco and cost saving approach) cost saving- 25 Lakhs.
* Played pivotal role in Office 365 Migration, right from prerequisite gathering, Infrastructure readiness, Operation Instruction execution and end user mailbox migration.
* Successfully delivered other automation projects like, HP Jet admin, Quest Password Manager, Quarterly Csat, Unique system password.
* Successfully completed Cisco EOL replacement and Win XP to Win 7 Migration projects.
* Supervised Asset refresh for more than 2000 assets.
* Successfully handling Organization Operational Instruction, Involvements required Planning the OI, Stake holder engagement, change request, CRB, execution of the OI and closure.

**EUS Location Lead. Since Jun’11- Oct’13**

**IBM India Pvt. Ltd. Client: - ABB India Pvt. Ltd.**

***NOTABLES:***

* Managing day to day IT operations - managing customer escalations – technical and cultural, SLA monitoring.
* Implementation of best practices, Implementation of processes as per ITIL framework, ensuring closure off Audit actionable as per standards.
* Resolution Quality: - Ensuring No repetition of similar calls, Proper Ticket Documentation, Engineers Skill enhancement and evaluations.
* Csat: - Meeting customer expectation, Taking proactive actions to avoid unwanted escalation.
* Process compliance: - Ensuring process are followed without deviation, gaps are identified and taken corrective actions.
* Weekly Reviews with vendor and customer for performance measurement.
* Coordinating with Cross tower for any issues and fix.
* Managing a team of 20+ resources, involved in manpower planning & scheduling, Resource appraisals & training programs, Ensuring minimal attrition & strict adherence to company polices.
* Project planning for the different phases of taking over support – Transition, Responsibility transition and finally Steady State operations.
* Worked with Senior Management team for annual billing details.

**Project Manager Jun’10 – Jun’11**

**HCL Infosystem Ltd. Star Union Daiichi Insurance**

***NOTABLES:***

* Working as Project Manager managing Customer daily business operation with team strength of 15 members comprising 2 team leaders (Helpdesk service and Datacentre operation).
* Delivering L1 and L2 Support Facility management services.
* Accounted for delivery within defined SLA, producing monthly and quarterly productivity report and presenting it to senior management, tracking SLA, analysing root causes for SLA breaches, creating and maintaining documents on knowledge portal, scheduling shift, planning for support on holidays.
* Administered preparation of BCP, risk assessment at project level, creating and maintaining documents on knowledge portal.
* Worked with Microsoft team to perform RISK assessment program for AD, Exchange and SQL server. Gaps were analysed and fixed with help of SME’s.
* Efficiently involved in process improvement and metrics measurement, analysing data for showing SLA improvement.
* Reviewing daily server heath status and backup report and take necessary action with confidence of the customer.
* Defining datacentre scope of work and monitoring the same on periodically.
* Monthly review meeting on agenda of project health status like server and network availability and Utilization.
* Vendor coordination and evaluation of vendor performance.
* Planning and preparing activity report and fall back plan for any server up gradation or down gradation.

**Project Manager Jun’08 – Jun’10**

**HCL Infosystem Ltd. Ernst and Young Ltd. Mumbai**

***NOTABLES:***

* Responsible for managing customer daily operations.
* Managing team strength of 28 members comprising 3 team leaders and 6 senior engineers.
* SLA Management.
* People Management.

**Senior Customer Engineer/Project Lead. Jun’07 – Jun’08**

**HCL Infosystem Ltd. Godrej Industries Ltd**

***NOTABLES:***

* Handled a team of 15 Members including system administrator, exchange administrator, network administrator, FME’s and call Coordinator.
* SLA Management.

**Customer Engineer Jun’05 – Jun’07**

**HCL Infosystem Ltd. Godrej Industries Ltd**

***NOTABLES:***

* Looking after the Network Infrastructure (LAN and WAN) of GIL consisting of about 500 workstations.
* Server monitoring (Hard Disk Space Utilization, CPU Utilization, Backup Status, and total number of processes running) using Remote Desktop on daily basis.
* Creation, Modification and Deletion of policies on ISA server 2004.

**Customer Service Engineer Dec’03 – May’05**

**Infocus Consultant (Franchise of Wipro InfoTech) UTI Bank Ltd. (Axis bank)**

***NOTABLES:***

* UTI BANK LTD (DCC) –LAN, technical support, emails management, virus management, Branch visits.
* 600 desktop + 20 locations across Mumbai and remote support for various locations across India at UTI Bank ltd.
* Standard Chartered Bank - (Mumbai) for the implementation of user profile migration, antivirus updating and trouble shooting for a period of 8 months.
* 2000 desktop computer working on win 2000, win NT at Standard Chartered Bank

**PROFESSIONAL CERTIFICATIONS**

* ITIL V3 certified.
* CCNA.
* Attended 35 PDU PMP Training.

**ACADEMIA**

2011 **MBA - (Information Management)** from K.J. Somaiya Institute of Management Studies and Research, Mumbai University.

2003 **B.E. (Electronics & Telecommunication)** from Marathwada University Aurangabad.

**IT PURVIEW**

Operating Systems : Windows 2000 Server, Win 2k3 Servers, Windows 2008 server, Windows 98/2000, Windows XP,

Ticketing software : Remedy 7.0 Tools, Service Desk plus 7.5, CA ESM Tools

**PERSONAL DOSSIER**

Date of Birth: 15 Jul 1979

Address: 196/2, 21st cross rd. Ramaih Sampangi rd., Ejipura main rd. Bangalore Karnataka 560047.

Marital Status: Married

Linguistic Proficiency:-English, Hindi and Marathi.

Passport Details: J9136045

References: Available on Request