

---

## OBJECTIVE

Senior Executive with over 22years of experience of executing and managing profitable ventures in IT/ITES Industry. Core skills include strategic sourcing, Government Liaison Greenfield /Brownfield Project management, GCC/ODC/BPO Infrastructure set-up, Business Operations, Transition and Transformation, Audit & Compliances.

---

## PROFESSIONAL SUMMARY

- ❖ Setup 18 **Global Capability Center /ODC/BPO/KPO** from 10 to 2000-Seater for Global Companies (IT/ITES/Telcom)
- ❖ 1 million square Ft offices space of **IT Infrastructure setup** from concept-design-evaluation to operations.
- ❖ **Executed worth 15 crore worth fit- out contracts-** Start-ups to MNCs
- ❖ Executed detailed business Management Reports (Feasibility/Evaluation) Of Tier 1 & Tier 2 cities (9 Cities) of India for the new startups (RPO/KPO/IT) companies of India & UK.
- ❖ 100 + Dealer/Distributor network for the Technology + Infrastructure products & services. (PAN India, China, US, Dubai)
- ❖ 135 crore + Strategic Sourcing Procurement executed, Various companies globally for the Technology Products & Services (Computer Hardware, Network & Telecom, ICT, API's, SaaS, Digital Content)
- ❖ Executed 108+ Global strategic Partnership & Alliances/Supply chain management for the multiple Technology Products & Services (Tata Reliance Google Amazon C&W Version BT FUJICURA, ALCATEL IBM WIPRO DELL HP CISCO INGRAM MICRO)
- ❖ Executed 15+ Turnkey projects worth 9 crore in IT Infrastructure, SI, Telecom, Non-IT (Others Domain) for the Government /Corporates.
- ❖ Executed 18+ Projects (IT/ITES) worth 3.6 crore, strategically outsourced to various ISV & KPO companies.
- ❖ Executed 10 + Trademark /wordmark & 5 patents & respective Processes.
- ❖ Highly effective Government Liaison & Relationship B2G with 225 + **State & Central Government /Semi Government bodies, Agency's /Ministries** for the various business- project Permissions, Registration certificates, RC , approvals, Presales or Any ongoing business Proposal/Needs
- ❖ In 15+ companies Executed Relevant Regulatory, statutory, Banking, Legal Technical compliances /framework to conduct business in India and abroad.

- 
- ❖ one startup Business (ICT & System Integration Solution) successfully executed achieved worth profitable Turnover/Revenue 3-4 crore in year 2001-02
  - ❖ Executed 4 portal-Platform-product (VTS- Inventory stock billing, Education- Travel Tech.) engineering development Bridging between teams, managed ongoing functional requirement, features & deliverables as per the market & customer/Associates Customized Needs
  - ❖ Executed Business Operations & Transformation Management in 16 Companies for the Top Management-CXO level

#### **AREA OF EXPERTISE& EXPERIENCE**

---

- ❖ 25+ Years' Experience in **Computer Hardware /Software Network &Telecom, fiberoptics, IT-ITES, KPO , ICT, FinTech. , Telematics , Travel Tech.**
- ❖ Global Strategic Sourcing Management (Negotiations) & Vendor Management
- ❖ Government Liaison & Strategic Sales, Business Networking
- ❖ Business Operations &Administration (Top Management)
- ❖ New business Setup and Management (Start-up/ODC/GCC)
- ❖ Rich Experience in Various Turnkey Projects (Govt./Corporates)
- ❖ Overall Budget & Cost Control (Capex /Opex ) , Banking & Finance
- ❖ Execution & Monitoring of Statutory, Regulatory, Technical, Compliances & Legal.
- ❖ Project-Program Management.

#### **ACHIEVEMENTS**

---

- ❖ Received recognition for participation in designing IT policy/Promotion / Benefits for the Government of Gujarat.
- ❖ Invited by Govt. Of Gujarat for various round table discussions/conferences with Chief Minister & Secretary for Science & Technology on topics varying from policy on IT, Cyber Security, and international promotion for Gujarat state (first vibrant Gujarat 2006.
- ❖ Executed Certificate of recognition for the QuaQua Experience Pvt Ltd to avail significant & strategic Benefits (2018) issued by Department of Industrial Policy & Promotion Ministry of Commerce Government of India Startup India
- ❖ Executed Strategic Partnerships with Google (First highest volume partnership) in 2011 for the VTS asset management System.

## **WORK EXPERIENCE**

---

### **QuaQua Experiences Private Ltd AVP Operations (Procurement, Legal, Liaison )**

**Duration:** AUG 17– Till Date

- Overall executed budget & control saved more than 2.50 cr + for the regular Opax& Capex.
- Closely worked with CEO-Board to achieve company's Goal & vision.
- Instrumental role within business integrators Management for all operational, procurement, legal , functional ,liaison needs for the 6 departments ,always sorted out any Task & provided best solution on time ,team player for the cross teams heads & Management
- Executed all procurement process within organization, Executed all critical needs of latest technology products & services.
- Executed Turnkey project for the Virtual Reality Dome, right from the presales - consortium planning, procurement, evaluated latest Technology equipment's, various permissions & execution.

### **Vedlogic Solutions Pvt.Ltd**

#### **Head, Operations**

**Duration:** Nov '13– July 17

- Lead and manage IT-ITES projects for the domestic & Global clients that fall under business operations, office administration, Account & finance, corporate liaising, and strategic sourcing to manage various project needs
- Evaluate various project feasibility to meet profitability, Business plan, Costing, Project rollout
- Overall managing Techno Commercial Operations, customize RFP & IT Procurement

### **Meridian Telesoft Ltd.**

#### **Group Head Business operations**

**Duration:** Aug '10– Oct'13

- Lead and manage projects that fall under business operations, office administration, finance, government liaising, and strategic sourcing for the group of companies
- Lead functional and technical requirements development for MCX based platform, coordinate customization and deployment of tool with brokers/partners/ISVs as per their requirements
- Liaise with national and global stock exchange agencies (NSE, BSE, DGCX) to facilitate tool implementation as well as ensure regulatory requirements adherence
- Evaluate products and build alliances/partners in US, China, Europe (e.g. Google for GPS)
- Plan and establish new sales, distribution and service channels/centers across India

- 
- Manage accounts payable/receivable, payroll, national/international banking and liaison, imports/exports and custom procedures

**Bankai Group**

**VP Global Operations**

**Duration:** Feb'10– July'10

- Responsible and accountable for handling projects related to global business operations including HR and Accounting
- Incubate global telecom business (US, Africa, Asia) including setting-up physical infrastructure, team building, designing business model and develop 'go to market' strategy
- Identify process improvement opportunities in HR and Accounting, and implement changes
- Co-ordinate marketing and sales initiatives for participation in international events, expos and partner meetings
- Conceptualize and implement a 'preferred partner' program for alliances and a 'join hands' program for the larger partner base

**credEcard Ltd. (Contis Group Company, UK)**

**Head– Operations**

**Duration:** Jan'08– Jan'10

- Set-up Global Deliver Centre, which includes office space evaluation, government liaisons, statutory and regulatory compliances, vendor evaluation and selection, and recruitment
- Liaise with government agencies and banking institutions to obtain various licenses and meet regulatory requirements
- Build Standard Operations/Administration Procedures for HR, finance, corporate services and remote infrastructure management areas
- Design & procurement of entire IT infrastructure including Telecom & networking solutions (IPLC, Internet, VOIP, Hosting service, Network security, Backup) software, computer hardware, and other solutions
- Interact with solution partners and facilitate rapid ramp-up of resources including IT, infrastructure and skilled professionals
- Development of new operational sites in response to continuous business development, keeping in view the time frame, BCP/DR and operational needs
- Assist in setting up marketing channels, conducting roadshows and establish partnerships with vendors in UK

**QX Ltd (UK) - Quality BPO Services Pvt. Ltd.**

**Project Coordinator**

**Duration:** Sep'04– Dec'07

- Responsible to co-coordinating and executing all projects for set up of ODC, BPO and KPO for international clients (Group of Companies).
- Tasks include feasibility analysis, develop POC, selection for Office space, Government liaison, Sourcing partner evaluation, IT infrastructure selection and set-up, Executing day to day operations.
- Dissemination of information to vendors for tendering process, vendor evaluation negotiation, establishing service levels and constantly managing vendor relationships.

- 
- Procurement of entire IT infrastructure including networking, software, hardware, security and Telecom (Data and Voice) and other related solutions.

**Gujarat Syscom Tech. Pvt. Ltd.**

**Founder, Director**

**Duration:** Dec'97 – Aug'04

- Set mission, vision and goals for the organization
- Represent organization to board of directors and investors for periodic reviews
- Establish sales channels, partner network and alliances for domestic and international markets
- Accountable for top line, revenue generation and strategic accounts management
- Act as liaison for statutory/regulatory and government bodies
- Develop concepts, business plan and budgets, set up and establish requisite infrastructure and resources for client organizations
- Evaluate technology and negotiate with vendors to procure infrastructure, design and Manage SLAs for client set-up, assist clients in managing IT vendors, contract negotiations and post-contract development
- Identify and develop business from prospective clients for a range of projects and services through direct negotiations and participation in tenders

**Previous Experience**

Company	Role	Duration
Sprint RPG India Ltd.	Sr. Engineer (Sales & Support)	Oct'95 – Nov'97
HCL Ltd.	Jr. Engineer	Oct'93 – Sep'95
Times of India /Maruti Electronics	Jr. Engineer (Sales & Support)	June'92 – Sep'93

**EDUCATION**

- Diploma in Electronics & Radio Engineering (July '92)  
[Technical Education Board, Govt. of India]
- **Certified DCPLA for Data Protection & Privacy (2014)**
- B.Tech. in Electronics & Telecommunication from Rajasthan Vidyapeeth University
- Attended Incident Response & Digital Forensics workshop (March'06)
- Attended Various ICT Workshops/Seminar