

Mihir Shah

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Google Cloud Architect & PMP certified professional aiming for assignments in **Delivery Management / IT Solution** with a leading organisation.

PROFILE SUMMARY

- Goal-oriented professional with **23+ years'** experience in:
 - Program & project management
 - Business development
 - Cloud migration
 - Transition management
 - Software management
 - Services desk & NOC management
 - Team management
 - Operation management
 - Product & service sales
 - Recruiting & hiring
 - Infrastructure management
 - Customer service
 - Policy & procedures adherence
 - Technical architecture design
 - Budgeting
- Work with Sales/Pre-sales team, Delivery and Technical Managers, to deliver from RFP to deployment and support stage.
- Functioned with BFSI, Telecom, Manufacturing, FMCG, Port & Mining, Service, Energy & Utilities industries.
- Notable success in leading IT team across multiple geographic, technology and functional area.
- Demonstrated excellence in establishing offshore based project demand structure, governance model and delivery for project/program life cycle from initiation to project closure
- Possess exceptional communication, conflict resolution & analytical skills

AREAS OF EXPERTISE

- Large account management USD 3 Mn to 6 Mn size with aiming on business farming, managing margin and cost. Team management, infrastructure & security management, customer management, cloud & automation, service desk & noc management.
- Program management from mid to large account USD 1 Mn to 3 Mn and focus on operation management, policy & procedure adherence, Merger & Acquisition, Budget management, application design & management.
- Project Management on Agile/Scrum framework from small to mid-size project USD 1 to 2 Mn in area of cloud & IT Infrastructure management, design & deployment of data centre, & Infra application.
- Design & management of service desk, SOC & NOC, governance structure for Mid to large project.
- Implement of SNOW, Symphony, CAUIM, Netskope, VuNet, Power BI, security tools.

WORK EXPERIENCE

➤ **May'04 – Mar'23: Wipro Ltd, Ahmedabad as Account Delivery Head**

Wipro Limited is a leading technology services and consulting company focused on building innovative solutions in Infra, cloud and AI/ML Platform.

Key Projects Handled:

- **Adani Ltd, India (Ahmedabad) - Account Delivery Head**
Responsibility –
 - Develops & consistently applies Quality & Continuous Improvement Plans for 23 ITIL process
 - Revenue & Cost management to ensure margin are intake.
 - Develops strategies and processes with the customer in areas such as performance metrics and measure, escalation management and communication
 - Creates a working environment that is conducive to individual growth, high performance, is challenging and rewarding
 - Once the deal is signed, work closely with the transition manager to ensure the right metrics are developed and implemented.
 - Responsible for managing the implementation and ongoing delivery performance of customized support services as defined within a Statement of Work (SOW)
 - Manage day-to-day operation and assume responsibility for all service levels to be delivered to customer

- - Responsible to managed IT security poster through NOC support.
 - Transition & migration of IT support from various services provider & acquisition company.
 - Software development; initiate design, develop new features, provide validation/testing and provide support rollout of development units
 - On-prem to Google cloud, migration and support.
 - Managing NOC & SOC support.
 - Design and implement customer service desk to handle capacity of 20K IT calls.
 - Team management with team size of 350+ from DC Head to Desktop engineer.
- **Suzlon Ltd, India (Pune) - Program Manager Infrastructure**
Responsibility –
 - Prepare, lead and manage operational account reviews
 - Manage TCV and achieve customer satisfaction targets
 - Manage day-to-day operation and assume responsibility for all service levels to be delivered to customer - Proactive escalation management
 - Excellent team player
 - Be the single point of contact for the customer managing change requests and customer queries
 - Delivery assurance and process innovation , re-designing account P&L, time and financial management practices.
 - Design & Implemented BCP infra & Implemented Outsources model with leveraging SLA.
 - Design SLA for Datacentre NOC model
 - Establish & Mitigate Risk Management process
 - Software design & deployment for renewable energy.
 - Manage team of 120+ member from SAP HANA specialized to Desktop engineer.
- **Baja Finance, India (Pune) - Program Manager Infrastructure Responsibility –**
 - Lead team of DC & EUS for operation support.
 - Managing SLA & P&L for account.
 - Manage day-to-day operation and assume responsibility for all service levels to be delivered to customer
 - Proactive escalation management
 - Ensuring BCP & Risk management process on quarterly basis to ensure BFSI norms is followed.
 - Migration of data from single database to Oracle stack and design tools for business analysis.
 - Design, testing and implementing new business product
 - Manage team of 60+ member from Security expert to Desktop engineer.
- **Manpower Consultancy, USA – Project Manager**
Responsibility –
 - Primary contact for Customer to address project setup, material procurement and delivery strategy.
 - Established and monitored project objectives, milestones and deadlines ensuring all project deliverables are met to schedule and accepted by the customer to ensure smooth project transition and operational status.
 - Project Management; Roll out multiple sites covering - Scope Management, Requirement Gathering and assessment, stakeholder management. Execution of Project and closure report
 - Managed international stakeholders in India, USA & Europe by hosting daily stand-ups and coordinating weekly status reports - Infra design and completed DC migration from Lexington to Kings Mountain.
 - Managing business critical application and infra across globe (India, US, UK, Portugal, 3rd party vendors).
 - Migration activity cover server along with Storage, Data warehouse, network connectivity, firewall establishment and VPN setup. Work with Virtual team based in India & USA for all domain support.
- **STATs ChipPAC, Singapore – DC Build Infra Project Management & DC component migration from Singapore, Malaysia & USA.**
Responsibility –
 - Drive development, implementation, training, and support of the enterprise project management Agile methodology .
 - Lead large cross functional teams in the deployment of enterprise-wide Datacentre on Tier III concept projects and programs.
 - Direct multiple projects as project manager, leading a team of internal staff and external vendors in delivering business solutions. Covering all standard of Singapore for Tire III datacentre

- Create project plans to fit stakeholder and customer needs and deliver with-in budget on desired outcomes; full accountability for project results
 - Define project roles and responsibilities in close collaboration with the Customer, including project scope and objectives to ensure a cross-functional understanding amongst project members - Perform project tracking through clear and concise status reports and time management reports; proactively identify potential issues and track project member progress against commitments
 - Prioritized providing transparency to our work at all levels, from ideation to delivery
 - Created roadmaps, program plans, and scrum boards
 - Set up a calendar and facilitated cadence, agile events and shared measurable outcomes
 - DC Build on Tier III platform 3500 Sqft space, fire safety walls, Lighting, Rack installation, AC, LAN, SAN and WAN Infra readiness. DC Design, earthing, rack placement, cabling diagram, home country license for fire safety, Power redundancy and electrification.
 - DC Component Migration: Migration activity involved network, storage, VM server, lift and shift of DC component from Old DC to New DC .
- **Bharti Airtel Ltd, India – Project & Operation Lead (West & South Region)**
Responsibility –
 - Worked in dual capacity as Project and Operational Lead for Contact Centre Technology II program.
 - Work with system integrators, 3rd parties, business analyst, solution architects, build teams, test teams to facilitate the resolution of IVR, VOIP services to manage 20 Mn calls per month.
 - Stakeholder management for various (Outbound & Inbound) campaign run across west region of India.
 - Design and integrated Outbound 32 call centre in West region of India.
 - Outbound Call centre framework, document structure to move correspondence service from build to support structure.
 - Manage two regions (West & South) with team size of 20 people team
 - Manage CTC Infra platform through centralized NOC team
 - **Nortel India Ltd , India - Project Lead (Pune)**
Responsibility –
 - Consolidation of Contact Centre Technology I from Rajasthan, MP, Gujarat, Maharashtra with handling capacity of 20 Mn IVR calls per month on VOIP technology
 - Implemented (1000 MPS, 500 MPS & 100 VPS), Voice Recording with capacity of 20 Mn calls.
 - Design database and call routing flow on PRI and MPLS cloud.
 - Design dashboard with data analytics on live platform.
 - **Nortel India Ltd, India – Technical Lead (Mumbai & Pune)**
Responsibility -
 - Design & Implement Data Centre Infrastructure covering 1000 & 2800 Sqft for Implementation of 1000 & 500 MPS & VOIP IVR setup. Design, Implementation of Passport 15k & 7K with compressed media usage.
 - Data centre Power Project Deployed with AC & DC power supply combination
 - Manage team of 7 people from Nortel specialized to database engineer
 - **Airtel India Ltd, India Ahmedabad – Voice Engineer & Team lead**
- Responsibility –
 - Operation activity with support of five people team, 30 + Server and 3 Call centre support for hosted In-house & Outsource CCT support Data centre Power Project Deployed with AC & DC power supply combination

Achievement during Services Tenure

- Awarded by Bharti Airtel LTD as Distinguish Services & Dedication Exhibited for Year 2005
- Appreciation certificate from Nortel India -2008
- TCAC certificate from Wipro 2009
- Awarded from Bharti Airtel Ltd - Best Project and delivery exhibited for year 2010.
- Awarded by Wipro for Best HUB Performance of Year 2011
- Awarded by Wipro for Best performance of Year 2012
- Awarded by Bharti for Best HUB performance for 2013
- Awarded by Suzlon Ltd for Best Manager for Year 2016
- Award by 1st CII National Office for Innovation Competition for year 2021.

➤ **March'01 - May'04 : Network Solution, Ahmedabad as Team Lead**

Managed the relationship with several business groups for technical projects. Planned, coordinated, and managed a portfolio of technical projects within the assigned business groups. Responsible for leading all aspects of projects from start to finish including project team definition, resource allocation decisions with Managers of impacted departments, stakeholder interfaces, project planning, functional documentation, full project execution, tracking, reporting, rollout, interface with other business departments, and formalized project closure. During this three of journey I had taken multiple challenge role, trained, and developed team member to achieve Customer delight.

Key Projects Handled:

- **Stock Holding Corporation Ltd – India (Gujarat)**
 - Responsibility – Commissioning & Licencing Network lease line for 20 new branch. BSNL for end-to-end connectivity from Planning until deployment.
- **ICICI Bank, India (Gujarat)**
 - Responsibility – Planning, Implement & maintain network Infra for ATM sites, Branch & Corporate client in Gujarat state. Establish 12 Branch setup and Operation support for Network link, ISDN line and LAN Support.
- **Corporation Bank, India (Gujarat)**
 - Responsibility - Headed project activities like scope management, requirement gathering, solution design, interacted with BSNL/MTNL for resource allocation, support teams across Gujarat region– 33 Branch across Gujarat.
- **Multiple Project Supported & Implemented, India (Gujarat)**
 - Responsibility – Design & Implemented WAN & LAN for, Coca Cola, Ingersoll, Karnataka bank, Axis Bank, Nerolac Paint, and IDBI Bank across Gujarat.

➤ **Sep'99 - Mar'01 : Career InfoTech Pvt Ltd, Ahmedabad as System Administrator**

To maintain the LAN that include One NT 4.0 Server, 25 clients of Windows 98 & Windows NT4.0 setup. Second responsibilities track the Hardware & Software infra, maintain, Installation, up gradation and Troubleshooting.

Key Projects Handled:

- LAN setup on Coaxial Cable for 10 Nodes.
- Internet server setup using Proxy Server.
- Email & Internet Configuration using Microsoft Outlook.
- Creating Mirroring and Duplexing using Disk Administration.

ACADEMIC DETAILS

1996 **B Com. (Statistics)** from Gujarat University

CERTIFICATIONS

- Project Management Professional (PMP 3.0)
- Google Cloud Architect
- Cisco Certified Network Associate (CCNA 2.0)
- ITIL V3

PERSONAL DETAILS

Date of Birth : 28th July, 1976
Languages Known : English, Hindi and Gujarati
Address : A502, Vraj Vihar 3, Opp Ashok Nagar, Jodhpur, Satellite, Ahmedabad.