

ASHOK NAYANA

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ACCOMPLISHED IT INFRASTRUCTURE MANAGEMENT PROFESSIONAL

PROJECT PLANNING, IMPLEMENTATION AND DELIVERY | TELECOM AND NETWORKING | IT GOVERNANCE | ENTERPRISE ARCHITECT & MANAGEMENT | BUSINESS INITIATIVES & GROWTH | OPERATIONS & SYSTEMS MANAGEMENT | SERVICE DELIVERY | TEAM BUILDING & LEADERSHIP | CLIENT MANAGEMENT | QUALITY PROCESS MANAGEMENT | LIAISON

Summary:

- Oversaw all IT functions including Data Center Management, vendor relationships, technical support, ERP application support, financial monitoring, IT Security and disaster recovery planning
- Undertaken measures to improve productivity and reduce costs through improved uses of technology
 - Utilized Six Sigma methodologies and collaborated with department managers to analyze and document process and system application workflows
 - Authored plan to improve software development process, consolidate/upgrade servers & establish consistent hardware/software standards to standardize operating environment
- Spearheaded the Project Management Office (PMO) comprising of 25 resources and ensuring effective project delivery
- Performed the role of 'Technology Advisor' with HR, Finance & facilities other departments and contributing to vision and strategy roadmap development for the organization
- Held additional accountability of creation and tracking of Technology Annual Budget (Capex / Opex and G&A) with CIO and CFO office
- Hiring / On-boarding of resources and building a new technology team during start-up phase of operations in countries like Philippines and Romania

Strategic Initiatives:

- Spearheaded technology infrastructure for existing, ongoing as well as Greenfield projects
- Executed > 15 projects valued between USD 1.5mn to USD 5mn
- Acted as Change Agent during all Merger & Acquisition activities, having played a stellar role in mapping & integrating technologies
- Set up delivery centers in India and played a vital role in widening the international footprints by establishing centers in Philippines & Romania
- Involved in the strategic initiatives such as building capabilities and devising a strategy roadmap for the organization, ERP (DR set up at Pune Location)
- Handled budgets to the tune of USD 25mn and mapping technology needs with the same

Business Growth Initiatives:

- Engaged in pre-sales initiatives including RFPs and RFIs, working closely with cross-functional teams to grow business by way of new acquisitions
- Evaluated possible technology solutions based on project requirement and taking critical decisions with respect to the same
- Contributed significantly to client relationship management, solution implementation and transitioning & on boarding of new clients

Improvement & Optimization Initiatives:

- Piloted several projects for cost optimization & efficiency improvement
 - Initiated technology re-engineering to save USD 1mn owing to telecom cost optimization
 - Consolidated & centralized the network, achieving 20% cost reduction along with other initiatives such as license consolidation
 - Virtualization and consolidation of compute and Server infrastructure (200 + Servers)

People Management Initiatives:

- Engaged actively in training & mentoring people, driving leadership & capability building initiatives
- Succeeded in maintaining a consistent ESAT score of 4.5 on a scale of 5 within the team

PROFESSIONAL EXPERIENCE

WIPRO BPS, HYDERABAD (Duration)

Head of IT

- Monitoring large program management of projects from conceptualization to technology mapping and final execution
- Handling delivery and engagement framework involving key stakeholders and leading processes to manage scope of the project lifecycle
- Supporting mission critical projects with knowledge of ITIL frameworks like change management, Incident management and release management
- Pioneering the change management initiatives while ensuring right solutions for business
- Adept in defining governance structure, best practices for project support and documentation.
- Analyzing user requirements to identify trends and resolving performance issues. Ensuring SLA and process compliance and high customer satisfaction to achieve more business.
- Conceptualizing and implementing IT automation tools in IT operations to improve productivity and profitability
- Responsible for managing 24X7 desktop & LAN, WAN, Telecom and NOC support
- Administering key IT governance functions, business/IT alignment, compliance, quality management, service operations, stakeholder transparency and strategic initiatives
- Planning, estimating and monitoring the project, keeping project plans updated and implementing project development plans within pre-set budgets and deadlines.
- Streamlining and coordinating delivery performance with focus on quality parameters and reusability; and managing the projects.
- Mentoring the large teams and support staff for better management of resources leading to the reliability and efficiency of support services and personally monitoring and grooming team members for uplifting their technical skills.

WIPRO BPS, HYDERABAD (May 2010 – Duration)

Head -Business IT & Service Delivery

- End-to-end Customer Service Delivery Solutions, Implementing Service Delivery Process covering SLA, Resolution Process, Knowledge Management & Service Standards for Business Excellence & generating value propositions for the customers.
- Led, mentored and monitored the performance of team members to ensure higher productivity & efficiency in process operations and meeting of Individual & Group targets.
- Ensured every process standard and all incident management activities are being followed and implemented by the team as per the agreed standards.
- Established framework/maturity model to handle IT infrastructure deals across verticals.
- Designed and implemented IT infrastructure for new customer and handling new customer visits, customer audits, due diligence etc. Handled end to end PCI DSS audit for new clients.
- As a part of BIT (Business IT) function, provided tech support to Wipro BPS's RFP, RFI management process.
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WIPRO LTD, MUMBAI (June 2007 – April 2010)

- Head IT Operations of Western Region
- Led approx. 350+ field level Engineers, 3 Senior Managers and 5 Managers
- Devised and established new offshore development projects and new location building IT backbone infrastructure
- Created and Implemented CA service desk tool Unicenter 12.1 for Wipro BPO and extended request management and change management to all Wipro IT businesses. Performed Laptop & Blackberry service clinics

WIPRO BPS, DELHI (November 2000 – May 2007)

- Head Telecom

- Established new IT Infrastructure with Network planning, IT Network Design, Installation, Commissioning, Maintenance, IT Network Implementation, Backend IT Services Support, Technical Help Desk Support, Project Management and end to end Project Roll-Out Support for a Call Center.
- Planning, designing and remodelling telecom setup. Implemented international connectivity for Wipro core business of BPO services through IPLC and satellite links.
- Mentored the team in cost savings by implementing new technology initiatives.
- Provided technical consultation and support to voice customers globally. Made global visits for network setup, consultation and technical presentations.
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- **SATYAM INFOWAY LTD., NEW DELHI (November 1997 - Nov 2000)**
- Manager – On Site Maintenance (OSM) (Joined as Senior Engineer – Networking)
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- **DATAPRO INFORMATION TECHNOLOGY LTD., NEW DELHI (November 1994 - October 1997)**
- Senior Networking Engineer
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▪ Education:

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- **Bachelor of Engineering in Electronics & Communication** – GITAM Engineering College, Andhra University, Visakhapatnam
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▪ Certifications/ Trainings

- ITIL – Certified
- Business Leadership Training
- Mentee & Mentor Training and certification
- Business Continuity Certified Planner
- Published White Paper in Computer Express on NAP
- Published ITIL practices & Its implementation in CIO magazine
- Seminar on MGX implementation in Cisco Forum Delhi
- Speaker in CCD
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▪ **Special Skills**

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| ▪ International Green Field Projects | ▪ Virtualization and Infrastructure Mgmt |
| ▪ Cloud Computing | ▪ Enterprise Architectures |
| ▪ Budget and Cost Management | ▪ PMO and Project Governance |
| ▪ Global Vendor Management | ▪ Data Center Management |
| ▪ Change and Risk Management | ▪ Onshore / Offshore Models |
| ▪ Structured Methodologies | ▪ Data Security and Privacy |
| ▪ Automation tools | |

- Date of Birth: 13th May 1968
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References: Available on