TARUN JAIN

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OBJECTIVE

Aspiring for senior level assignments in **IT Network Infrastructure Projects / Operations Management** with a growth oriented organization.

PROFESSIONAL SYNOPSIS

IT Network Infrastructure

Programs / Projects Management

Service Delivery & Operations

Consulting & Proposal Developments

Compliance

Process Improvement, Best Practices & Automation

People Management

Greenfield, Transition & Transformation

- **More than 14 years of Experience in Globally distributed IT Network Infrastructure Programs, Projects, Service Delivery & Operations Management in highly reputed & large scale Enterprise, Telecom & Managed Services Organizations**
- **MBA in IT , B.E in Electronics & Telecommunication**
- **PMP , Prince2 , ITIL , Six-Sigma Green Belt , CCNP , Pursuing PgMP**
- **Projects** Delivered Globally for IT Infrastructure under varying complexities & budget for :
  - ➢ Data Centres, Offices and Call Centres IT Infrastructure Migration & Build-up
  - ➢ Transition & Transformation of IT – Data & Voice and Legacy Network
  - ➢ Network Zoning Architectures Implementation

  Ensuring delivery of Projects via various PM Methodologies, Tools and Techniques
- **Service Delivery & Operations** Managed for :
  - ➢ NOCs, Circle Offices & Call Centres for Telecom & Enterprise organizations
  - ➢ Backhauls & End user Network for Banking, Powerhouses & Production organizations
- **Consulting & Process Improvements** for Projects & Operations
- **Awards & Recognition received from Organization & Clients for delivery of various Programs, Projects, Service Delivery & Operations**

SUMMARY of EXPERIENCE in IT NETWORK INFRASTRUCTURE PROGRAM , PROJECTS & OPERATIONS

Jan 2016 – Till Date
Nokia Corporation, Gurgaon & Mumbai for Client Reliance Jio
General Manager, IT Infrastructure

Jun 2011 – Jan 2016
Tech Mahindra, Noida for Client British Telecom, North America
Project Manager, IT Infrastructure

Jan 2006 – Apr 2011
Vodafone Essar Mobile Services Ltd. Transitioned to IBM India in Jan'08, New Delhi
Network Project Lead, NSD (Network Services Delivery)

Mar 2005 – Jan 2006
Bharti Airtel Limited, New Delhi
Senior Network Engineer, Technology

Mar 2004–Mar 2005
Indiasign Private limited, Gurgaon
Network Engineer, NoC

Jul 2002 – Feb 2004
Tulip IT Services, New Delhi
Network Support Engineer

PROFESSIONAL QUALIFICATION & COMPETENCY

Masters in Business Administration (MBA) in IT from Symbiosis, Pune

Bachelor of Engineering in Electronics & Communication,
Lingaya's Institute of Mgmt. & Tech., M.D University

Project Management Professional (PMP)

Prince2

Six Sigma Green Belt

ITIL v3 Foundation

Cisco Certified Network Professional (CCNP)

45 Days Professional Training at MTNL

45 Days Professional Training at VSNL

Received various Internal & Client awards for delivery of complex Programs and Projects which primarily included Data Center IT Infrastructure Build-up and Migration

COMPETENCIES

Programs / Project Management

Key Projects Delivered

> **Programs / Projects** delivered for IT Network Infrastructure for Globally distributed Networks for Enterprise, Telecom & Managed Services including essentially
> - **Data Centers IT Infrastructure** Migration & Build-up for :
>   **British Telecom** US IT Operations at Cincinnati (US) - Blue Ash DC
>   **Vodafone** Delhi Circle – IT Operations at New Delhi (IND) – Okhla DC
>   **Vodafone** North India – IT Operations at Haryana (IND) – Gugaon DC
>   **Telecom Circle IT Infrastructure deployment** for HP and J&K for VEL
>   **Bharti Airtel** – Network Infrastructure deployment for Backhauls & ATMs for Banks – ICICI, Citibank, SBI, PNB
> - **Reliance Jio FTTx – Fiber to Home Project for PAN India –** Deployment of Optical Line Terminators (OLTs) and (Optical Network Terminators) ONT's all across PAN India for Fiber to Home Service.
> - Call Centers IT Infrastructure deployment for Vodafone - Intellinet Gurgaon, Mohali, Ahmedabad, Solutions, Okhla
> - Transition of IT Infrastructure from Vodafone to IBM as part of Out-souring contract
> - Transformation of Vodafone Delhi & Gurgaon DC's & PAN India Circle Offices Legacy IT Infrastructure
> - Transition & Transformation of IT – Data & Voice and Legacy Network
> - Network Zoning Architectures Implementation

These Projects included delivery of Projects as per the Organization Policies, Procedures, Processes & Project Management Methodologies and Tools & Techniques
- Projects worth budgeted more than approx. $1,500 Crore delivered so far for Global as well as Domestic Accounts
- Direct & manage projects from beginning to end
- Liaise with project stakeholders on an ongoing basis
- Track project milestones and deliverables
- Identify and resolve issues and conflicts
- Identify and manage project dependencies and critical paths
- Develop and deliver progress reports, updates and presentations
- Proactively identify potential risks and devise contingency plans
- Conduct project post-mortems and create a recommendations report to identify the "hits" and the "misses"
- Attributes comprise of understanding of project planning project management processes and tools, analytical capabilities, problem solving skills, oral and written communication skills, interpersonal skills - ability to communicate and elicit cooperation within and across work levels and departments, working both independently and in a team-oriented, collaborative environment, effectively prioritize and execute tasks in a high-pressure environment, proven track record of high performance as demonstrated in performance ratings over three years
- Project Tracking, Reporting & Escalating as and where required in order to timely close the project
- Scope Management, Risk Management, Negotiation of AMCs & SLAs with the vendors for large and medium-size business transformation projects
- Handle project activities involving working out various requirements with respect to utilities, equipments, manpower & monitoring overall project operations for ensuring timely completion
- Conduct cost benefit analysis of the projects including feasibility studies, case / system / process study for project planning, scoping, estimation and tracking
- Implementation of project plans within deadlines within the budgets.
- Identify & eliminate bottlenecks & SPOF in production pipeline and resolving them via providing suitable media as well as hardware level redundancy
- Resolve technical queries & providing solutions to production pipeline problems
- Proven track record in managing and executing complex projects
- Technical Management expertise for planning & administration of Technical staff to provide first line support services for production environment in Data / Voice / Security & VC domain
- Projects delivered also involved Liasioning with Hardware Vendors, Media Service Providers, Security-Hardening of more than 4500 Network Devices, Inventory Management & Control for all Network Devices, TACACS Authentication Login for all Network Devices, Devices Backup Automation

Service Delivery / Operations Management

- Managed 24x7 NoC operations across multi-domain & location wrt - Data/Voice/Security/Audio/VC
- Managed events monitoring (Minor and Information) for proactive incident handling
- Ensured Escalations as required happen in timely manner to avoid incident ticket SLA breaches
- Defined and enforced the procedures and policies to ensure 100% uptime
- Ensured 24x7 Network availability for accessibility of all supporting the business SLA's
- Managed the overall administration of WAN / LAN system involving design of network layouts, configuration and maintenance of Network Devices
- Implementation, Operation & Maintenance of various Network & Security Components various NMS tools to monitor Network Performance
- Capacity planning (Capex & Opex) of the IT Network
- Support the Engineering Team in getting the required support from the OEM partners like Cisco, Avaya, Bluecoat in un-identified issues , configure and troubleshoot Cisco Routers, Switches & ensuring maximum uptime
- Service Support experience using ITIL processes such as Incident, Problem and Change
- **Key Processes Managed, Improved & Controlled** - Inventory Control & Mgmt, User ID Mgmt, Patch Mgmt & updation, Devices Service Activation & Deactivation, Change Management, Network Architectures Physical & logical, IP Addresses Allocation & Mgmt Centralization, New & Renewal of Services, Hardware, Licences, Softwares
- Have **Technology Exposure on** Network Architecture Designing, IP Schema Defining, LAN Zoning Security Hardening Implementation, BoM Creation, Media Feasibility & Provisioning through respective ISPs, Provisioning of Structured Cabling, Implementation & Testing activities, **Protocols** - EIGRP, IGRP, RIP, STP, VTP, Trunking, HSRP, VRRP, GLBP, **Tools** - Cisco Works, Solar Winds, HP-Openview, MRTG, PRTG, Sniffer Pro, Ethereal, Allot, **Routers** - Cisco 7200, 3800, 3700, 3600, 2800, 2600, 1800, 1700 series, **Switches** - Cisco 6500, 4500, 3700, 2900, 1900 series, D-link, **Security** - Cisco ASA – 5540, 5520, 5510 & PIX Firewalls -535, 525 series, ASA, **Packetshaper** - Packeteer 3500, 4500, 7500, 10000, **Media** - Fiber, E1, Metro-Ethernet, ISDN, VSAT, RF, **VoIPs** - Cisco IPT, Avaya & 2, 4, 8 port Multitech, **VSAT** - Ku, C & Ex-C Band incl. DAMA & PAMA on Gilat, Agilent, Scientific Atlanta, Viasat

People Management

- Leading a Team size of 8-10 Resources under varying capacities incl. DGM's and Sr. PM's
- Mentoring, building wining high performance winning Teams
- Leadership Skills
- General Management, Resource management for goals and objectives
- Team formation, deployment, monitoring and development
- Define best practices for project support and documentation
- Defining Escalation Matrix & Processes.
- Effective crisp Communication & Presentation Skills
- Ability to act rapidly & logically even under high work pressure
- Self-Motivated
- Dealing with ambiguity
- Ability to build consensus
- Excellent Team Mentor & People Manager
- Flexible and adaptable in meeting global delivery requirements
- Work as an individual contributor
- Ability to secure trust and influence over peers in the organization and with clients
- Vendor Management
- Ability to motivate staff, excellent team skills with ability to listen and contribute to discussion
- Writing Skills for Documentation, Building & Maintaining Relationships, end to end ownership
- Ability to work in shifts and flexible schedule

ORGANIZATIONAL EXPERIENCE

Nokia Corporation, Gurgaon and Mumbai for Client Reliance Jio   **Jan 2016 – Till Date**
General Manager, IT Network Infrastructure

Key Contributions:

Responsible for delivery of IT Network Infrastructure Programs for its client Reliance Jio via various Project Management Methodologies.

It briefly includes:
- Responsible for reviewing, monitoring, controlling and supporting a portfolio of discrete programs and projects with the objective of delivering them as per agreed timelines, cost and quality parameters.
- Set up the appropriate delivery structure (project, process, people) for enabling delivery in reasonably complex to very complex projects
- Planning Project Reviews at appropriate frequency ; closely monitor projects with Amber, Red and enables a turn around
- Manage escalations on delivery issues with customer & other stakeholders
- Monitor overall health through defined norms to Ensure parameters stay within defined norm
- Customer Knowledge Management to Ensure continuity in process knowledge
- Assess risks well in advance, and mitigate, to Ensure on time delivery
- Systemic approvals for travels, project structure creations
- Revenue, Bills & Invoices in a timely manner
- Compliance to organization processes
- People Management
- Ensure improvement in E-Sat and reduction in attrition
- Engaging with employees across all levels in the team
- Build a harmonious and energized work culture
- Manage resource fulfillment & staffing
- Team Performance Review, Employee Rotations
- Plan team development and capability building interventions to ensure team is able to deliver value to the client
- Drives employee lifecycle processes such as Inductions, MSI, Progressions, Separations and other HR interventions as required Solutioning & Growth
- Scope new opportunities within the account proactively through RFPs
- Align with the client partner - to build winning solutions and delivery proposals
- Customer Management
- Customer handling and ensuring higher CSAT
- Proactive & reactive Customer Management
- Understand how the delivered projects can help the customer produce results
- Build strong relationships with all key stakeholders in the customer's IT organization
- Managing delivering business unit expectations as well as in resolving escalated operational and nonoperational issues related to Network Services.
- Manages the professional and corporate interface relationship with the Supplier/s
- Lead the structuring, planning, and execution of the strategic initiatives/ growth projects. Develop data driven insights to identify and prioritize growth initiatives; collaborating with cross functional stakeholders to ensure inclusion and data integrity
- Partner with regional, sub-region and country leadership teams to develop multi-year business plans and/or country growth plans
- Ensure stakeholder alignment to the business plan and/or strategic initiatives and interlock with worldwide planning processes
- Lead project teams through complex problems with confidence and clarity of outcomes. Work collaboratively across organizations to help secure commitment for cross-BU efforts
- Analyze industry trends, competitive threats, expansion opportunities and internal performance
- Ensuring the provision and performance of Network Services which meet the standards, quality and cost demanded by organization in a timely and cost effective manner.

Key Contributions :

Responsible for delivery of Global IT Network Infrastructure Projects for its key Client British Telecom for P&G for Global operations via various Project Management Methodologies:
Project Initiating, Planning, Implementation, Monitoring, Control & Closure

It briefly includes ::
- Delivery of Projects as per the Organization Policies, Procedures, Processes & Project Management Methodologies and Tools & Techniques Project Tracking and Reporting
- Client Engagement & discussion upon Business Case
- Scope, Time, Cost, Risk Management
- Effort Estimation & Resource Management
- Coordination with Multiple IT Groups for Project Delivery
- Project Documentation
- IT Infrastructure Solution Design
- Lead the Technical Discussions for Solution Finalization
- Scheduling Internal discussions with the Technical Design Architects
- Discussing with the Commercial Team for Cost Proposal Details formulation & Approvals
- Managed Services Resource Estimates Formulation
- Project Delivery & Implementation & Signoff from the Operations Team
- To perform as an e2e Project Manager from Scoping, Planning, Scheduling, Effort estimates, Risk Management and Implementation till closure of simple, complex and unique customer network projects for our Customer on Network infrastructure
- Involved with vendors for Request for Quotes, Procurement and Delivery
- Validation and implementation of projects based on the agreed scope and requirements
- To interact with Customer technical representatives (as well as internal groups Technical Designers and 3rd party vendors) to ensure that the requirements are understood and the delivered solution is as per the requirements
- Ownership, creation and delivery of all project documentation for the detailed design, validation and support consistent with the established templates, or customized as required
- To provide regular status reports and communication to all the stake holders
- To provide internal feedback and ensure acceptance from various groups for capacity planning, infrastructure requirements for all design and deployment dependencies
- Manage handover of projects including Operation readiness testing and in-life
- To provide continued improvement, efficiency and cost savings through standardization, consolidation and cross-departmental harmony, wherever possible
- Acting as Single point of contact for customer
- Developing full-scale program/project plans and associated communications documents
- Defining project execution methodology and strategy
- Accountability to executive sponsors for schedule, budget, and quality of all program elements
- Leading high-level sessions for program plan and schedule development
- Reviewing/approving project plans for conformance to program strategy and program plan and schedule
- Acting as the communications conduit to executive sponsors and program steering committee and conducts periodic briefings/status updates
- Escalating decisions to executive sponsors as necessary
- Managing stakeholder relationships

Vodafone Essar Mobile Services Ltd. Transitioned to IBM India, New Delhi   Jan 2006 – Apr 2011
Network Project Lead, Network Services Delivery

Key Contributions :

IT Network Infrastructure Projects, Operations & Processes Management, Improvement & Control including Administration, Operation & Maintenance for:
  ➢ Data Centers for North India Operations at Delhi & Gurgaon
  ➢ PAN India Circle Offices IT Network Transformation
  ➢ VEL Offices
  ➢ Call Centers
  ➢ MSC's / IN Locations
  ➢ Stores, Mini-stores, Agencies, Zonal Offices
Demonstrated Excellence in Planning & Implementation of the following Projects for all India VEL Network Devices with more than 4600 Network Devices (Routers / Switches / Firewalls / Packetshapers):
  ➢ Network Devices Login authentication via TACACS
  ➢ Automation of Configuration Backups via Cisco Works
  ➢ Inventory Management via Orion Solarwinds
  ➢ Network Monitoring via Cisco Works
  ➢ Automated Alerts via HP Openview
  ➢ Bandwidth Management via Orion Solarwinds
  ➢ ISEC – Security Hardening Implementation
  ➢ Capacity Planning
  ➢ Centralization of Network Resources
  ➢ Elimination of Single Points of Failure into the IT Network Infra wherein feasible
Aptly maintained and Managed:
  ➢ Network Devices Performance at Major Critical Locations at Delhi,
  ➢ WAN Links – Fiber, Ethernet, E1's ISDN, RF Utilization,
  ➢ Tracking various Projects, Processes & other activities PAN India
  • Liaison with Multiple Service Providers like Reliance, Sify, Gail, BTSol, IN, PGCL, MTNL and VSNL for Media Availability, Bandwidth Expansions, Uptime Commitments
  • Interacted with Account Managers like Cisco, Wipro, Data Craft for Network Hardware Procurements & Support
  • Extensively worked on Network Products like Cisco Routers, Cisco Switches, VoIPs, PIX, Packeteer & range of Network Management & Monitoring Tools,
  • Effectually minimized the Network downtimes to a greater extent by elimination of the Single Points of Failures wherein in Feasible
  • Headed Networks & Security Team of 7 Engineers and Managing & Controlling the activities

Bharti Airtel Limited, New Delhi   Mar 2005 – Jan 2006
Senior Network Engineer, Technology

Key Contributions :

  • Responsible for IT & VSAT Network Infrastructure, Projects, Service Delivery, Operations & Maintenance.
  • Ensuring 99.9% uptime of network as a part of the support team by monitoring the lease lines, routers, switches & VSAT devices
  • Monitored, troubleshooted and configured Cisco Routers, Cisco Switches, VoIP's & Ku,C, Ex-C band VSAT
  • Assigned IP addresses & bandwidth for customers
  • Involved in network auditing
  • Efficiently looked after gamut of heterogeneous networks of Corporate & Banking Sector through tools like Solarwinds & Cisco works
  • Deftly performed testing of ISDN & Lease Line Links.
  • Headed a team of 5 Engineers

Indiasign Private Limited, Gurgaon   **Mar 2004 – Mar 2005**
Network Engineer, NOC

Key Contributions :
- Responsible for delivery of IT & C-Band VSAT Network Infrastructure Projects and Operations & Maintenance set up across India for NHPC
- Distinctively installed Video-Conferencing setup at NHPC-Corporate, Faridabad. & also its project sites
- Performed troubleshooting of the end to end Voice & Data Setup for all of the 42 NHPC locations spread across India
- Coordinate with support engineers at various offices to get the timely action on network related issues and ensure that all the SLA's are met
- Prepare daily & weekly bandwidth utilization & downtime reports
- Document & update periodically all relevant network diagrams

Tulip IT Services, New Delhi   **Jul 2002 – Feb 2004**
Network Engineer

Key Contributions :

- Responsible for IT Network – Data & Voice - LAN, WAN, WLAN & IPT Projects Implementation, Configuration, Troubleshooting & Maintenance of all Sona Steering offices spread across Gurgaon
- Ensuring Timely delivery of Projects & Smooth Service Delivery Operations
- Troubleshooting minor/major/critical issues if any to minimize the downtime
- Wiring up the WAN network connectivity at Sona steering
- Utilized individual competency in WAN & LAN protocols in the setting up of the company's own network.
- Worked on Cisco Routers series viz. 2600, 3600 and 800. Viz. 2600 series for intranets, 3600 for making backup network and 800 for ISDN connectivity
- Responsible for building and maintain a high performance network infrastructure (LAN & WAN) at all offices with any down time. Monitor all LAN/WAN infrastructure (Internet & MPLS) for up time and any possible performance issues and act proactively to ensure that it gives optimum performance and minimize the possible down time
- Supporting all branch offices and remote locations on planning, designing and implementing the network infrastructure
- Review the configurations of all the active network related problems
- Coordinate with the vendors and support engineers at various offices to get the timely action on network related issues and ensure that we meet all the SLA's
- Prepare daily & weekly reports on various aspects of networks like utilization, performance etc
- Document all the network equipment details, connectivity and configurations of all active components and keep it current