Sagar S Gyanshankar

Call: +91 9930110330   **Email:** s.gyanshankar@gmail.com

Preface

Sagar has more than **16 years of total work experience** comprising of exposure to various facets of IT. He has contributed in the field of **IT Service Delivery, Digitization, Cloud Services, Project Management and Information Security** in diverse capacities and organizations.

Sagar completed his B.E. in Instrumentation Engineering from Nagpur University. Subsequently he started his career in service delivery as a **desktop engineer** and went on to become **Data Center Lead**. In a bid to diversify his profile he changed to **project management** and delivered several projects for both the business side as well as IT. He has handled large teams and vendor delivery model on SLA contracts. He has good exposure to international standards such as **ISO 20000, ISO 27001, BS15000 and BS7799** and is certified for **ITIL** Intermediate level in Service Offerings and Agreements (**SOA**), Service Operations (**SO**) & Continual Service Improvement **(CSI)**. Currently Sagar is working as Head IT at Tech Mahindra Business Services managing the overall IT delivery and vendor engagements. Sagar brings a good blend of technical and people management experience to lead, drive and deliver. He is a right combination of knowledge, Innovation, passion and aggression to drive delivery and transformation.

Current Role: **Head IT at Tech Mahindra BSG** from Aug 2010 till date

In my current role I own the end to end IT service delivery for the organization including IT Infrastructure, Operations, Security, Cloud Services, Application Services and Vendor Management. I also contribute to the presales and post sales activities and own the IT service design for the RFP responses for prospective clients

IT Infrastructure: Design, maintain and drive continual improvement in the IT Infrastructure including Servers, LAN, WAN and IT security. Ensure the IT infrastructure is designed as per business needs and adequate BCP is incorporated.

IT Operations: Ensure IT Service Desk Services to users across locations and cost centers driving customer satisfactions and technology enablement. Ensure agreed SLA's are met and all escalations are handled appropriately.

IT Security: Implement all the security controls to achieve the IT security objectives or the organization. Explore new solutions and ensure seamless implementation and continuously improve the IT security infrastructure. Review and signoff the IT security policies and procedures periodically.

Cloud Services: Design and develop cloud services and lead the transition project of services to the cloud. Explore various cloud solution that can be consumed to optimize the technology costs and enable best in class services

Application Services: Design and plan the Application hosting infrastructure along with the BCP solution. Ensure the application services are performing as expected and all the critical data is backed up. Ensure BCP drills are carried out to ensure reliability

Vendor Management: Establish and maintain win – win relationships with the vendors. Drive the vendors to delivers their commitments and conduct periodic reviews to ensure performance review and Service Improvement plans

Business focus: Be the single point of contact for the RFP responses from technology standpoint. Ensure right technical solutions are proposed as per the RFP requirements. Ensure the IT costs are appropriately baked in along with the right technical solution

IT Strategy: Strategize the IT roadmap and the delivery to meet the upcoming business challenges. Establish and publish the IT service Improvement roadmap. Own the network architecture design and regularly review for improvements and follow the industry trends to bring in the latest and most suitable technologies

Stakeholder Engagement: Ensure the stakeholders from the respective business are adequately engaged. Hold town halls with the business users and address the technology related concerns. Hold regular service reviews with the business heads. Partner with them to resolve various business challenges that they face

Projects Delivery: Manage the PMO for IT projects delivery and ensure all projects are delivered as planned. Ensure appropriate communication to all stakeholders. Regularly publish the IT Projects roadmap

IT Commercials: Ensure IT budgets are submitted on time with all the requisite details. Ensure that capex are spent as per plan and put to use. Ensure all the vendor contracts are vetted from IT perspective

Career Highlights:

General • Around 16 years of Total IT Experience • Around 6 years in Data Center Management • Around 12 years in Service Delivery • Around 4 years in Project Management • PMP Trained	**Professional Courses** Interconnecting Cisco Network Devices Cisco PIX Firewall (August 2002) ITIL V3 Foundation ITIL V3 Service Operations ITIL V3 Service Offerings and Agreements ITIL V3 Continual Service Improvements (CSI) Project Management Professional (PMP) BS 15000 Internal Auditor
Certifications • ITIL V3 Foundation Certified • ITIL V3 Service Operations Certified (SO) • ITIL V3 Service Offerings and Agreements (SOA) • ITIL V3 Continual Service Improvement (CSI) • Certified as BS15000 Internal Auditor	**Expertise** • IT Service Management • IT Operations • IT Infrastructure Management • IT Security • External and Internal Stakeholder Engagement • Project Management
Key Technologies • Windows domain and Group Policies • Web Proxy and content filtering • LAN & WAN Architecture • Security Devices: Firewalls, WAF, Antivirus etc. • Virtualization & VDI • Remote access & VPN • Database systems	**Academic** • **B.E. Instrumentation (July 1996 – June 2000)** Govt. College of Engineering, Nagpur University • **HSC (July 1994 – June 1996)** Don Bosco Jr. College, Lonavala (Pune) • **SSC (June 1994)** Don Bosco High School & Jr. College,

Previous Experience

Company Name	Duration	Responsibilities
Crisil Ltd. Sr. Manager IT	Dec 2009 to Jul 2010	Manage the overall IT services for Irevna division across 5 countries including IT Operations, Infrastructure management, Service Management and IT Projects. Was supporting around 2000 users across facilities in India and users across 5 countries
JP Morgan chase Project Manager (WSS)	Mar 2009 to Dec 2009	Deliver global projects for the JP Morgan World Wide Securities Business. Delivery of the Fund Routing System was my key delivery, deployed across the Globe for automatic fund routing system
Citi Technology Services Project Manager (NAIT)	Oct 2007 to Mar 2009	Project Manager for the North America IT, my key role was to setup new Citibank facilities in Louisville & Tuscan. Setting up the Quality Center for the application code testing was another major project delivered by me. I also contributed to setup the Project Management framework for Citibank
Accenture Pvt. Services Ltd. Data Services Lead then Global Projects Manager	Apr 2004 to Mar 2006	As the Datacenter Lead, my job was to maintain the data center and ensure 100% uptime and to comply with various security standards adopted by Accenture. I was also involved in setting up the Contact Center for Accenture at Mumbai
	Apr 2006 to Sept 2007	As Global Projects Manager I was responsible for Eastern Europe space enablement and had setup new offices in Warsaw & Bucharest
Bennett Coleman & Co. Ltd. Management Trainee then Sr. Engineer	Mar 2001 to Feb 2002	Started my career as a Management trainee and handles the shift operations during the peak hours of release of the newspaper edition
	Mar 2002 to Mar 2004	

Personal Information:

Nationality: Indian

Permanent Address: C/o Mr. G. S. Sahay
                             Shivam Bunglow, Bhairavnath Nagar, Kusgaon (B)
                             Lonavala – 410401, Dist. Pune

Contact Address: Same as permanent address

Passport Number: P1126018

Date of Birth: 1st January 1979

Date: 7th April 2017   **Sagar S Gyanshankar**