Aashish Sharma

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OBJECTIVE

To leverage my 28+ years of experience in the Telecom/IT industry as a committed, visionary Information Systems professional in a multi-regional, multi-locational organization that can optimally harness my innovative, technical, project managerial and leadership capabilities.

SUMMARY

As an accomplished IT Contract & Program Management professional, I bring a wealth of expertise in SLA management, Contract Governance, Customer-centric approach, IT Operations, Data Centre Planning, Commissioning & Migrations, Facility Operations, IT Planning & IT Projects for Telecom Organization & Power Utility Sector, Annual IT budgeting, Cost Control, Resource Planning and Management & Vendor Management. My well-established network of industry leaders, coupled with my exceptional Interpersonal and People Management skills, empowers me to cultivate enduring relationships with peers, business leaders, vendors, and system integrators. With a proven track record in leading complex projects, ensuring seamless IT service delivery, and managing resources and budgets, I exemplify a steadfast commitment to customer satisfaction. My expertise in Vendor Management further underscores my ability to forge strategic partnerships and drive success in the dynamic landscape of technology and IT.

PROFESSIONAL EXPERIENCE   28+ Years

CAREER PROGRESSION

2019 – Present	**Associate Director** performing the role of **Head – Contract Governance and Program Director**, **Infinite Computer Solutions (India) Limited**
2017 – 2019	**Independent consultant - IT, TELECOM Program Management**
2011 – 2016	**Head - System & Servers**, **Globacom Limited, Nigeria**
2010 – 2011	**Deputy General Manager** – IT Applications Operations, **Unitech Wireless Ltd (Telenor)**
2008 – 2010	**Senior Manager** - IT (Data Center & Project Management), **Aircel Ltd**
2006 – 2008	**Senior Manager** - IT (Infrastructure Operation, Information Security), **Spice Telecom**
2004 – 2006	**Program Manager** (Enterprise Business Group), **Tata Tele-services Ltd**
2002 – 2004	**Senior Executive** (Information Technology), **Bharti Airtel Ltd**
2001 – 2002	**Technical Facilitator** (Assistant Manager), **Spectramind e-Services Pvt Ltd**
1998 – 2001	**Senior Executive** - (Information Technology), **Koshika Telecom**
1997 – 1998	IT Trainee, **Global Tele Systems**
1996 – 1997	Business owner, selling and supporting Office Automation products

KEY SKILLS

- Contract Governance, Program Management, and IT-Telecom integrated environment expertise,
- Designing, development & operations for Turnkey projects in ERP,
- Operation Management for Power Utility billing on Oracle CC&B Platform for PAN India projects for Utility Government business,
- Data Centre Designing & construction, including facility utilities designing, IT infrastructure designing, and capacity planning,
- Legacy system data migration to new platforms,
- Management of non-technical labor-intensive workforces for Turnkey projects, in addition to lead IT professionals,
- People management, mentoring, vendor management, and price negotiations,
- Complex problem-solving and solution-seeking abilities having expertise in IT-Telecom integrated environment. Solution seeker for handling the complex situations.

CURRENT EMPLOYER - Infinite Computer Solutions (India) Limited

Currently working as **Associate Director** performing the role of **Head - Contract Management & Programme Management** - for Government Client's (PAN India Projects in Power Utility billing) having the responsibility for having End to End Deliveries of Program since February 18th, 2019 till date.

CORE RESPONSIBILITIES

- ➢ Overall responsibility of Contract Governance, SLA management & Customer satisfaction during the operations – PAN INDIA Government projects,
- ➢ Responsible for Programme Management for Trunkey projects (Power Utility Services) in Oracle CC&B product portfolio,
- ➢ Responsible for Design, Development & Delivery Management for ERP solution which includes Loyalty program, hotel bookings, Restaurant &Venue bookings, Stores & Inventory management, Finance & Budgeting, HRMS & Payroll, Publication, Library management,

ACHIEVEMENTS

- ➢ Rated as "**Exceptional Performer**" and "**Promoted as Associate Director**" for the year 2022-23
- ➢ Rated as "**Consistently High Performer**" for the year 2021-22
- ➢ Rated as "**Consistently High Performer**" for the year 2020-21
- ➢ Rated as "**Exceptional Contributor**" for the year 2019-20
- ➢ Successfully managed the Program for **ERP Development**
- ➢ Successfully managed the Program for electrical Utility Billing Program for Mobile App & Billing of power Utility.

PREVIOUS EMPLOYER

Worked as an **Independent consultant** since January 1st, 2017 till February 17th, 2019 providing consultancy in IT infrastructure design and deployment services (International & Domestic), FTTH deployment services, Oil & Gas pipeline implementation.

ACHIEVEMENTS
- ➢ Microsoft Azure Implementation consultancy & Program management in Indonesia,

PREVIOUS EMPLOYER - Globacom Limited

Served **Fortune 500 Company** as **Head System & Servers** since September 8, 2011 till September 6, 2016 at Lagos, Nigeria.

CORE RESPONSIBILITIES
- ➢ Responsible for Managing IS Infrastructure Operations & ensuring the High availability for Servers & Storages,
- ➢ Responsible for Solution Architecting of IS projects for business benefits, like Automation of processes, Work Flows, Corporate Intranet Portal, Designing the core IS Server and Storage infrastructure,
- ➢ Responsible for IT Infrastructure Operation planning, design & augmentation based on business projections,
- ➢ Ensuring the monitoring & compliance of KPI's SLA with vendors and support partners,
- ➢ Responsible for Optimization of IS Infrastructure to achieve the business goals in Optimized Capex & Opex.

ACHIEVEMENTS
- ➢ Develop a comprehensive plan for consolidating server infrastructure using virtualization. This includes designing an architecture that optimizes resource utilization, scalability, and security,
- ➢ Create processes to streamline and optimize operations for the new infrastructure, including provisioning, monitoring, and maintenance,
- ➢ Manage the implementation of new products using project management methodologies and best practices. This includes identifying and managing project risks, communicating progress to stakeholders, and ensuring timely delivery.

PREVIOUS EMPLOYER - Unitech Wireless (Tamilnadu) Pvt. Limited (Telenor)

Served as **Deputy General Manager – Information Technology – IT Operations (OSS/BSS)** during May 14, 2010 till Sept. 7 2011.

CORE RESPONSIBILITIES

➢ Overall responsibility of Managing business processes (Program Manager role) for Application Operations:
   - ✓ Bulk Pre-Provisioning,
   - ✓ Churn Management,
   - ✓ Dealer Management System, Dealer Commission System,
   - ✓ POS Management, Handheld (Sales Force Automation) System.
➢ Overall Responsibility of ensuring the high availability of IT OSS/BSS stack for business,
➢ Responsible for IT application Operation planning, design & augmentation based on business projections,
➢ Ensuring the monitoring & compliance of KPI's SLA with vendors and support partners in Total Outsourcing model,
➢ Launch of Operation for New Telecom circles across India (Project),
➢ Partner Resource Management to deliver as per the Management expectations,
➢ Periodic Reconciliation across all OSS/BSS systems for redundant data.

ACHIEVEMENTS

➢ Rated as "**Exceeded Expectation**" for the year 2010
➢ **Successfully launched IT Operations of 5 Telecom Circles for Uninor in the month of June-2010**
➢ **Awarded for Optimization of System (Churn) of non active subscribers from various IT Hardware, so that to use the Hardware resources & TRAI allotted number series up to their full usable capacity, resulting huge savings in Capex investment.**
➢ **System Clean-up for Orphan data lying in various system by Initiating the process of Reconciliation across all (IT & Telecom System)**

PREVIOUS EMPLOYER - Dishnet Wireless Limited "AIRCEL"

Served as **Senior Manager – Information Technology - Corporate planning & Project management** for the period April 12, 2008 till May 13, 2010.

CORE RESPONSIBILITIES

➢ Program Management for Green field project to build Data Centre as per the Tier 3 Data Centre architecture 50,000 Sq. Ft. which includes Solution designing to optimize the usage of energy in lighting, cooling, rain water harvesting, Geo-Thermal energy, Solar Energy,
➢ Capacity planning (Power, Cooling, Servers, Space, authority approvals, etc. for Data Centre),
➢ Responsible for smooth Data Centre Facility Management Services operations (Outsourced Model),
➢ Responsible for technology & vendor evaluation for the products & solutions,
➢ Ensuring the monitoring & compliance of SLA with vendors and support partners.

ACHIEVEMENTS

➢ **2009 – 2010** Rated as "**Exceeded Expectation**" for the year 09-10
➢ **2008 – 2009** Rated as "**Significantly Exceeded Expectation**" for the year 08-09
➢ **Green Field project implemented to build National Data Centre of 50,000+ Sq. Ft. for Aircel, which has been awarded by IDG as Top 10 Green IT Enterprises for the Green Initiatives and technology deployment at Data Centre.**

PREVIOUS EMPLOYER - Spice Communications Limited

Served as **Senior Manager – Information Technology-** Infrastructure, Security & Projects for Punjab Circle since November 19, 2006 till April 9, 2008**.** Leading the team of 30 members.

CORE RESPONSIBILITIES

➢ Overall Responsibility of ensuring the high availability of entire IT infrastructure for business. Responsible for Business continuity and Disaster recovery & Information data security,
➢ Ensuring the monitoring & compliance of SLA with vendors and support partners,
➢ Responsible for IT budgeting and procurement based on business projections,

ACHIEVEMENTS

➢ **Creation and implementation of Information Security Policy across organization,**
➢ **Documentation of entire IT infrastructure (inventory/process/security audit),**
➢ **Worked on Disaster Management & BCP infrastructure planning & deployment project**.

PREVIOUS EMPLOYER - TATA Teleservices Limited

Served **Enterprise Business Group** as **Program Manager** during May 18, 2004 till November 17, 2006

CORE RESPONSIBILITIES

➢ Consultancy to clients for their IT infrastructure and data security, bespoke **Solution Development** and **Solution Architect** combining telecom and IT skills,
➢ Vendor Management and Co-ordination,
➢ Evaluation and training on new technologies and products to Corporate CSD team, Enterprise solutions sales team under New Product Initiatives,
➢ Pre-sales and Post sales support to sales force and I&R team,

ACHIEVEMENTS

➢ **Solution Development & Program Management** for: TATA Power **Automated Meter Reader connectivity** with central server, Union Bank's **ATM connectivity** on INS Vikrant (Indian Aircraft Carrier Navy Ship), Punjab National Bank's **ATM connectivity**, INLOTT **lottery terminals connectivity**, HDFC Bank's **Credit Card swiping machine's connectivity**, **Corporate Intranet access** over public network, IOCL **loyalty program deployment on Credit card machines** for data connectivity, **Internet Data enable Car Project with TATA Motors, concept called 4Wmobile.**

PREVIOUS EMPLOYER – BHARTI AIRTEL LIMITED

Served as **Senior Executive-Information Technology** at North Circle Office, Delhi from March 27, 2002 till May 17, 2004. Independent in-charge of whole Haryana & NCR for IT Infrastructure.

PREVIOUS EMPLOYER - Spectramind e-Services Private Limited

Served as Assistant Manager for **Technical Facilitation.** since 2nd August 2001 till 24th March 2002.

PREVIOUS EMPLOYER - KOSHIKA TELECOM LIMITED "USHAFONE"

Served as **Executive Systems**, at Corporate Office since 24th June 1998 till 7th August 2001.

EDUCATIONAL QUALIFICATION

Degree/Diploma Attained

- Certified Pharmacist having Diploma in Pharmacy (DPHARMA),
- Bachelor of Legislative Law (LLB)
- Post graduate Diploma in Management from All India Institute of Management Studies
- Bachelor of Commerce from H.N.B. Garhwal University

Certifications Attained

- COBIT 5 Certified Professional
- Prince2 Foundation Certified Professional (Project in Controlled Environment)
- ITIL V3 Foundation Certified professional
- Certificate in Computing from Indira Gandhi National Open University
- LAN & Wan Core Technologies Course from SILICONUNIV, Delhi
- ORACLE DEVELOPER-2000 Course from (Regional Computer Center) Setup of NIC (INDIA)
- Higher Diploma in Information and System Management from APTECH COMPUTER EDUCATION,
- Diploma in Computer Programming & System Design from SCE, Under Ministry of Human Resources

PROJECTS MANAGED

- Leading Contract Management & Programme Management for Operations of Electrical Utility Billing, for PAN INDIA Power Utility Government organizations,

- Designed and deployed an enterprise resource planning (ERP) solution for a hospitality institution, managing program management throughout the entire process,

- Managed the greenfield project of designing, constructing, and commissioning a National Data Center for Aircel, spanning 50,000 square feet,

- Successfully managed effective churn and provisioning of mobile numbers in TELENOR INDIA Operations,

- Led project management for upgrading the OS platform from SUN Solaris 5.8 to SUN Solaris 5.10 for critical telecom billing applications,

- Designed project management for implementing, migrating, and virtualizing a SAN system with heterogeneous SAN,

- Developed project planning for disaster recovery for a business-critical system in the telecom IT domain,

- Conducted internal audits of the network for vulnerabilities, and audited software inventory from various tools to secure the network and remove illegal software, significantly reducing the use of illegal software within the organization.

PERSONAL

Date of Birth	January 4th 1975
Father's Name	Shri. N.C. Sharma
Marital Status	Married
Permanent Address	208, Usha Sadan, Ganga Vihar,
	Rishikesh 249201, Distt. Dehradun, Uttarakhand, INDIA
Passport	It will be made available when desired
Driver's License	Light Motor Vehicle License available

REFERENCES   Will be made available when desired