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Sabyasachi Dash

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Objective:

Hard working, focused, seasoned IT professional since 1996. Technically sophisticated with a variety of skills with core sets being: IT Mgr., Database Admin, Sys Admin & Network Admin; all within complex environments. Held virtually every job title in the rewarding world of IT. Burning passion for my work taking great pride in the results. Blend of Interpersonal skills and effective communication, leadership and organizational skills, with a proven track record of success. Commitment to work and ability to boost the morale of the team at all times of the project has proven extremely successful in producing valuable results.

Summary of Experience and Skills:

Chartered Engineer with M.S. and Executive Masters in International Business qualification has **nearly 11 years of total IT Service Delivery and Infrastructure Management experience.**

Summary of Technical Skills:

**Project Management
Software / Tools**

Operating Systems

Application

IT Infrastructure Management Solaris

Disaster Recovery AIX

BCP

Windows NT/ 2000(AD)

Web-sphere

MS-Exchange

TSM

CA BrightStor

LAN/WAN

Router

Switches

Databases

Oracle

MS-SQL

Remote Desktop Software

Citrix Client

Tivoli TEC

Domain Knowledge:

IT, Finance, Investment Banking, Shipping, Telecom.

Professional Strengths:

- Building teams composed of creative and technical people. I have experience in building IT infrastructure / IS Team (hiring, staffing,

developing, and training) and maintaining low turnover rate for professionals. Building & Managing the various on-site/ off-site and remote people/ Process & Technology.

- Negotiating win-win solutions and facilitating agreement between people, groups and organizations.
- Infrastructure Management in Corporate IT Environment with IT Best Practices e.g. ITIL, ITSM, MOF, BS7799, ISO, CMM, etc.
- An ambassador of Change with the distinction of leading successful business process re-structuring initiatives and implementation of business solutions within preset budgets and deadlines.
- Proficient in end-to-end program planning and implementation from scope management, to activity sequencing, effort & cost estimation to quality management in adherence to guidelines and norms.
- Adept at managing & leading teams for running successful process operations & experience of developing business continuity plans, procedures, service standards for business excellence.
- Possess broad competence in strategic management of technical matters with the distinction of launching and driving new initiatives, managing portfolio of projects and achieving organizational objectives..
- Experience in Managing redundant Data-centers.

Summary of Qualifications:

Executive Masters in International Business (EMIB) from Indian Institute of Foreign Trade (IIFT, New Delhi [www.iift.edu]) Aug' 2004 to Jan' 2006. Total CGPA 3.14 out of 4 scales.

M.S. (Software Systems) from BITS, Pilani [www.bits-pilani.ac.in] in 2001. Total aggregate CGPA score for all the semester is 6.21.

Degree in Electrical Engineering from Institution of Engineers (India) [www.ieindia.org], Calcutta in 1998. Total aggregate score is 59%.

Diploma in Advanced Computing-DAC (Computer Software), C-DAC, Pune [www.cdac.in]- 1996. Total aggregate score is 76%.

Summary of Professional Training:

I have attended the official (ISC) ² CISSP CBK Review Seminar.

I have attended Stakeholder Management, Leadership and MBTI workshops through Travelex.

Myers-Brigs Personality Test through CPP Inc., where I have received ENTJ as my personality indicator.

I had been to Singapore for my MBA study tour with my batch mates (Nov 2005). We had met top officials from PSA, MPA, SICC, SICCI, Crimson Logic, International Enterprise Singapore, OLAM, Noble Grain and Deputy High Commissioner of India to understand & gain knowledge on international business planning, strategies, implementations and various other aspects adapted by Singapore govt. and the above companies for their economic growth.

Experiences:

Maersk India Pvt. Ltd.
[World's largest Shipping Company]
(www.maersk.com)

Sep 2006 – Till Date

Job Profile:

As **Asst. General Manager** IT Infrastructure Management South Asia Area (SAA), reporting to Head of IT (CIO-SAA), I manage a team of 3 Technical Infrastructure Managers who are responsible of managing **Network Administration, System Administration and Security Administration**. I manage and maintain high availability of the Technical Infrastructure for South Asia Area, which includes three Shared Service Centers. I am responsible for a 3200 users infrastructure which running 24 x 7 with an availability SLA of 99%. Responsibility includes Implementation of new technical solution, which benefits in business productivity. Implement creative technical solution to reduce IT operation cost and investments. Measure performance and plan capacity to meet future requirements with proper planning and implementing long-term strategy.

Network Management:

Manage and maintain the Voice and Data Infrastructure for the entire South Asia Area. Build state of the art technology infrastructure for Network and voice communication, which will benefit the business through good service to customers. Management of Network / Voice infrastructure at Chennai, Mumbai and Pune with proper capacity planning / change and problem management processes in place.

System / Server Management:

Ensuring high availability of Servers and Application through proper back-ups and disaster recovery plans. Management of Server infrastructure at Chennai, Mumbai and Pune with proper capacity planning / change and problem management processes in place.

Security Management:

Maintain high standards of security on the South Asia Network with proper Patch Management, firewall maintenance, Anti virus Updates and keeping the global standards on IT Security with low vulnerability of Network. Regularly audit of full IT Infrastructure in the corporate environment to ensure high up time for systems / networks.

Service Support / Delivery Management:

I prepare the SOP and define the SLA for ITSM with the vendor. Selection of right vendor for the Service desk / Data centre support i.e. (L1, L2, L3 support) with SOW in place. Manage infrastructure through good problem and change Management process.

Project Management:

Implementation of new infrastructure solutions, which can enhance the productivity for business. Building strong Network, System and Security infrastructure through constant development and implementation of new technology and process.

People Management:

Set the role and responsibilities of team. Define the KRAs / Objectives and Competencies for the team every year for their performance appraisal. Provide technical leadership, career coaching, development objectives and handles rewards and disciplinary action.

Cost Control:

Reduce cost through various cost saving initiatives, build strong network with low maintenance and management cost.

Vendor Management:

Vendor Management through constant meeting and discussion on support and service deliveries. Constant review of performance through SLA and keep their performance at high level through rewards and appreciations.

Decision Making Authority/Approval/Authorization Level:

Take appropriate decision related Technical Infrastructure Management function.

Achievements:

Successfully set-up IT Helpdesk contact centres at Pune and Chennai GSCs, working redundant to each other with CISCO IPCC Enterprise 7.

My cost saving initiatives helped company to save good amount annually.

In my leadership IT team received the score of 99 Out of 100 from the Group IT Security Head / Group IT CIO, for IT Security review of A.P. Moller Maersk site MAAGSC Chennai.

In my leadership IT team received the score of 97 Out of 100 from the Group IT Security Head / Group IT CIO, for IT Security review of A.P. Moller Maersk site PNQGSC Pune.

Successfully implemented IT Change and Problem management for South Asia Area.

In my leadership IT team rolled out SAP (FACT Project) for all offices across India.

Successfully handled server consolidation project (segregating and **moving most of the server to cluster and SAN environment**) for GSC as well as India Front offices.

Successfully managed router upgrade / replacement project for 35 locations across India for Maersk front offices / GSCs.

Successfully implemented the BCP process / procedure for Mumbai GSC by identifying critical business functions and same was tested under my supervision for which I have received business appreciation.

Travelex India Pvt. Ltd.

June 2003 – Sep 2006

[World's Largest Foreign Exchange Specialist]

(www.travelex.com)

Job Profile:

As Senior Manager IT Midrange and Servers, I was reporting to Head of IT Midrange and Servers EMEA, I used to manage a team of 11 persons. The team include Midrange and Intel Server Infrastructure Team.

Key Responsibilities:

Solution Delivery:

Responsible for overall engagement delivery.

Manage multi resource projects maintaining high customer satisfaction and demonstrate commitment to quality service to customers located in UK & other countries.

Project Management experience with medium-scale rollouts. These projects involved meeting milestones.

Interacting with UK colleagues / clients, everyday, through VOIP phones and Video Conferencing. Train team on effective communication.

Drive compliance with operational aspects of the consulting practice:

- o Insure quality service delivery and meet contractual commitments. Facilitate reliable technical support in a 24x7x365 environment.
- o Assist with the rollout of Server/ DB elements. Monitor Implementation of Changes to the Server / DB Architecture when instructed including H/W and S/W upgrades.
- o Managing activities and deliverables of a team of 11 Systems & Database Administrators, monitoring the Systems & DBs Infrastructure located around the globe, strictly manage assigned deadlines such as maintenance windows, handle system events in a timely manner, day to day systems administration activities, patch upgrades, OS installs, level 1, 2 & 3 monitoring/troubleshooting, DB/Systems Applications Administration, act as facilitator for necessary training & documentation to ensure knowledge transfer & efficient communication between teams in Peterborough (UK) & Mumbai (India).
- o Interact with vendors for the h/w & s/w purchases and 3rd Parties in day-to-day basis to ensure the timely delivery and integration of product / services.
- o Own & resolve key issues upon escalation.
- o Identifying recurring failure trends and ensuring these are controlled.

2. Strategies and Business Development:

- Negotiate commercial terms with suppliers.
- Complementing the Service Desk Incident/Call management team to aid in the identification of underlying problems.

- Investigation into root cause of problems, identifying the relevant groups to involve.
- Ensure that a change control procedure is in place. Produce appropriate documentation to support these processes.
- Ensure MTBF for the Servers/ DBs / Network and MTTR to these Servers / DBs / Network is less. Also ensure DR and BCP policies / activities implementations are up-to-date.
- Ensure process and procedures are followed correctly and effectively (Change management, Work Request generation for team, Incident Management, Vulnerability management, Risk assessment & Security auditing, Back up and Recovery strategies, Policy / Procedures formulations for infrastructure team) for Travelex IT Service Delivery infrastructure team.
- Proactive monitoring of all servers and applications using tools to ensure satisfactory uptime, evaluating / implementing new product / tool for midrange / intel servers, databases and systems security, Meeting (Exceeding) SLAs without any breach of calls and ensuring customer satisfaction.

3. People Management

- Recruiting appropriate talent for team and meet monthly recruitment targets.
- Monitoring performance of team members on engagements. Timesheet management, Resource management for the project.
- Responsible for ensuring overall team member satisfaction, development, & morale.
- Responsible for driving effective team communication & camaraderie in a virtual environment.
- Involve in preparing / presenting MIS of team milestones / achievements / call resolution statistics / budget spending, etc.
- Set the role and responsibilities of team. Define the KRAs / Objectives and Competencies for the team every year for their performance appraisal. Provide technical leadership, career coaching, development objectives and handles rewards and disciplinary action.
- Perform annual appraisal of the team using 360-degree feedback performance review.

Achievements:

I have been promoted to Senior Manager, Midrange and Intel Servers in year April 2006. Previously working as Technical Manager, Midrange and Operations in Travelex India Pvt. Ltd.

I have drafted and implemented the BCP policy for India office. Under my supervision BCP activities are carried out every year for testing as per business requirement.

I have sorted out the hardware and software licensing issue for whole India office. I have received the best performer award for the month of October 2005 for my Can do attitude and Backer, Believer & Developer of people.

I have written the Security policy for whole company and implemented it successfully.

Best Performer of IT team on year 2003-2004. I have received the Award from Travelex Non-Executive Director, Mr. Adam Gilchrisht (Australia Cricket Team's Vice Captain). MD of Travelex South East Asia and CEO of Travelex South East Asia have jointly signed the certificate.

Twice I had been to UK in official visit. Three months on job training at Travelex PLC, Peterborough, UK from July 2003 to September 2003. Also I had been to UK from Nov. 26th 2005 to 03rd Dec 2005 to attend business meetings.

In my current role, I manage diverse teams across cultures and this requires a leadership style that's comfortable dealing with different individuals differently and adapting to situations quickly.

I have guided / helped team to build the infrastructure for Travelex India connecting to Travelex UK for day-to-day operation. My team was first team to go live from India from India for its IT support / operations.

I have identified individual potential among Technical Support Engineers and groom / motivate them to acquire different specialised skill and finally making sure lateral movement happens when there is a vacancy in Server, Data Communication, Midrange and Application Support Team. These actions save training cost, recruitment cost and time to select a new person for the specialised role. Also this motivates team to aspire their career within Travelex.

I have organised specialised training for Technical Support Engineers with different technologies / applications to handle first line support calls / callouts

for different teams, there by reducing the calls and callouts for the different team. Noticeable achievements include reduction of 8% to 10% of calls and call outs for past three years.

I have done the training need analysis for the team by using SWOT.

I am the Mentor / Guide / Motivator for my team members for which I enjoy a great respect from the team. Lead the team by setting examples.

I have co-ordinated football / cricket matches for Travelex India Ltd., participating in Mumbai corporate sector tournaments.

COVANSYS India Pvt. Ltd.

February 2001 - June 2003

(An ISO 9001:2000, SEI / CMM Level 5,

PCMM Level 5, BS7799, HIPPA Certified Company)

[\[www.covansys.com\]](http://www.covansys.com)

Job Profile:

As Deputy Manager Systems, I was reporting to V.P. - Systems and Infrastructure. I was responsible for Merrill Lynch ADC / ODC. Full infrastructure of ML-ADC was designed, built and maintained under my supervision (from scratch). I have ensured infrastructure Servers uptime was close to 98% of SLA time. My responsibilities included vulnerability management, Change management, Incident, Problem management, Risk assessment, Security auditing, Proactive monitoring of all servers & applications and Back up & Recovery strategies. I have defined and maintained the servers and desktops as per Merrill Lynch standard. Also defined and maintained the quality process for the same. I have met the SLAs all the times without any breach and ensured customer satisfaction for the delivery. I have written policies for systems team activities. I was involved in Disaster Recovery Management and BCP activities for Merrill Lynch. I used to interact with clients from different parts of the globe (UK, USA, Hong-Kong and JAPAN).

Key Responsibilities:

Extensive technical experience with Exchange Server including Internet Mail Service, SMTP protocol. The skill set included experience with Exchange 2000 with Exchange 5.5 and Active Directory Connector.

Extensive experience with Windows 2000 / Solaris Servers. Accomplished in the usage of all tools in the TCP/IP protocol suite used with NT Server: DNS, DHCP, WINS, etc.

Skilled in design and setup of corporate Internet and Intranet web sites using Microsoft Internet Information Server, IBM Web sphere and sub-components. The projects included development; testing and deployment of a web application server build using Windows 2000, IIS, UNIX, iPlanet and Websphere for rollout in a 350-user enterprise. This project included rapid deployment, imaging of the server build and review of information compliance and security configuration.

- Performed extensive administrative troubleshooting in an organization consisting of over 350 users. This was a post-production project integrating performance monitoring and proactive fault tolerant systems.
- Windows / UNIX security a specialty. Familiar with undocumented areas of security on Windows / UNIX, both administratively and with Internet connectivity.

Achievements:

I have received mail appreciation in many occasions from Merrill Lynch Senior Managers.

Instrumental in designing / building / configuring / maintaining Web-sphere and iPlanet Servers on SUN E450 / E250 in a middle tire architectural environment, connecting them with CORBA and Oracle Database for Research Subscribe (Merrill Lynch) Project.

Instrumental in Building Exchange Server for ML-ODC, Chennai connecting it to Merrill Lynch network with importing and exporting GAL for almost 60,000 users.

Instrumental in building File / Print / Backup / Antivirus / DHCP / Database Servers (Oracle, Sybase, MS-SQL) for ML-ODC. I was involved in building the DR site for ML-ODC from the scratch.

Since we have properly maintained our development Database (with proper backup), we could able share the Sybase Database with Merrill Lynch, NY office after they have lost the GELP Database after Sep. 11 crash in the twin towers.

I have built and maintained Oracle Databases for FINMAN, GELP, Research Subscribe, and FINRISK projects of Merrill Lynch.

I was responsible for a team of 6 persons, which included desktop support, infrastructure support working in 24 X 7 environments. We have maintained nearly 400 desktops / laptops and 30 Servers.

iLANTUS Technologies Pvt. Ltd.
2001

July 2000–February

[www.ilantus.com]

Job Profile:

As a Manager Consulting, Delivery and Operations, I was reporting to V.P. Professional service and was responsible for the following: Implementation of different management tools for the customer of iLANTUS as well as internally to provide high throughput network, Defining and maintaining the quality process for the same. I always met all SLAs. I have assisted in recruitment of personal for operations. I have trained people in my team in different platforms / technologies. Escalate problems to higher authorities. I was ensuring customer satisfaction.

Achievements:

Built the Exchange and Database Server for client iVega Technologies. I have evaluated infrastructure tools BMC Patrol, HP-Open-view, CA TNG Uni-center.

Helped the senior management to draft and implement policies for infrastructure.

Silverline Technologies Limited
(An ISO 9001, SEI / CMM Level 4 certified Company)
[www.silverline.com]

May/1996 - July/2000

Job Profile:

As an Executive Systems (Network and System Administrator) reporting to V.P Software Export and was responsible for the following: Erection and **installation of the computer systems (Servers and Clients) and related Operating systems and software.** Enable connectivity between **remote hosts machines and local hosts through WAN, LAN, routers and switches.**

Achievements:

I have received the 5PLR AWARD (1996-1999) from Silverline Technologies Limited.

Designed, Built and maintained the Oracle Database on RS / 6000, AIX Server for Bell Atlantic Client.

Planned, Designed, Configured and maintained the Silverline and SIST LAN / WAN, Servers and Infrastructure.

I have trained SIST, C-DAC Students on Data Communication and Networking.

I was involved in infrastructure project for clients FDMS, FDC, NDC, NYNEX, and many more.

Quality Control:

- Maintained the all Infrastructure Logs for Audit purpose.
- Maintained the user's Logs for all the Servers for security audit.
- Maintained the Software / Hardware / Vendor Inventory with all details.
- Delegated jobs to the right team members as applicable.
- Creates / maintains the policies and procedures for Infrastructure as well as security teams.
- Work as an Auditor and Auditee as per the requirement.
- Aware of CISSP security standards.
- I have experience in ISO 9001 and BS7799 audits.

PERSONAL DETAILS:

Date of Birth: 17.12.1971

Nationality: Indian

Marital Status: Married

Passport Number: F3671343 Valid Till April 2015.

Permanent Address: S/o A.P.Dash

Near Kunjakanta Temple

Dhenkanal, Orissa- 759 001.

N.B.—I had received my H1 B VISA in year 2001, however **never been** to USA for work.

I have Singapore visit VISA with multiple entries, valid till Sep 2007.

Reference: Available as per the request.