

Contact

arvindgaba@gmail.com

www.linkedin.com/in/arvindgaba
(LinkedIn)

Top Skills

Performance Management

Resource Allocation

SAP Successfactors

Languages

English

Hindi

Certifications

Foundations Of Leadership

Microsoft Certified: Azure Solutions
Architect Expert

IT Information Library Foundations
Certification (ITIL)

Microsoft Certified: Azure
Fundamentals

Microsoft Certified: Azure
Administrator Associate

Arvind Gaba

Global IT Leader | 20+ Yrs | Expert in IT Infrastructure, Digital Transformation & Cloud Solutions | Proven Track in Service Delivery, Project Management | SAP, LowCode, MSP | Driving Business Growth & Innovation

Dubai, United Arab Emirates

Summary

As a seasoned IT leader with over two decades of experience, I currently lead the Strategy & Architecture team within our Central IT organization at Ghobash Group. My role focuses on producing industry and trend analyses that inform our architectural strategies and future IT trajectories. I am instrumental in defining and implementing architectural governance that aligns solution development with established frameworks, ensuring that our technology investments translate into substantial business value.

My strategic vision encompasses not only day-to-day operations but also long-term digital transformations. I have spearheaded numerous initiatives, including the development of innovative B2B solutions and cross-geography systems that optimize efficiencies and synergize operations across the board.

My commitment extends beyond infrastructure; I actively contribute to the organization's core leadership team, where I leverage technology to drive business growth and streamline processes. This includes automating over 20 business functions, significantly reducing manual paperwork, and implementing cutting-edge solutions like CRM, mobile applications, and e-commerce platforms integrated with back-end ERP systems.

My strategic approach to IT includes managing a substantial budget, optimizing costs through a blend of in-house and offshore resources, using process automation, reducing IT service costs by 30%, and enhancing customer interaction through digital platforms, achieving a 35% cost reduction in service delivery.

Always forward-thinking, I explore, evaluate and implement emergent technologies like AI to maintain competitive advantage,

ensuring that our IT practice comprising cloud computing, networking, and robust IT policies—supports not only current needs but also future business aspirations.

Experience

Sharaf DG

Head of IT || Deputy General Manager

December 2018 - Present (6 years 8 months)

Dubai

Summary:

Results-driven IT leader with 20+ years of experience in IT Infrastructure, Strategy, and Digital Transformation. Proven expertise in executing cross-geography projects, optimizing IT services, and driving cost efficiencies. Skilled in ITIL, ERP/CRM implementation, virtualized environments, and vendor management.

Experience:

- Direct IT Infrastructure ops, strategy, and IT Services CoE.
- Lead cross-functional teams across 5+ countries, ensuring SLAs.
- Orchestrated vendor management, cost savings, and seamless project deliveries.
- Managed IT day-to-day ops, and improved infrastructure costs, and performance.
- Expertise in Azure, O365, SAP, S4/Hana, Microsoft Dynamics.
- Implemented ITIL policies, and improved service management efficiency.
- Established IT governance (ISO 27001, GDPR) and DR SOPs.

Achievements:

- Led 50+ successful projects, optimizing operations and satisfaction.
- Identified cost-saving opportunities, achieving US\$1+ million in savings.
- Executed RFP & Due Diligence, securing strategic partnerships.
- Managed end-to-end IT projects, ensuring on-time deliveries.

Skills:

- Cloud Platforms: Azure, O365

- Enterprise Apps: SAP, S4/Hana, Microsoft Dynamics
- ITIL & ITSM
- Virtualization: Proxmox, VMWare, Hyper-V
- LowCode: OutSystems
- Project Management: Agile, SDLC

Leadership:

- Cross-functional Team Leadership
- Strategic Planning
- Vendor Management
- Budgeting
- Business Continuity & DR

NTT DATA, Inc.

Managed IT Services, Delivery Associate Director

May 2011 - December 2018 (7 years 8 months)

Noida Area, India

IT Operations & Service Delivery/IT Project Management:

- Delivery Manager providing managed infrastructure enterprise computing services.
- Single point of contact for the Delivery for IT Managed Services.
- Managing a 45+ member global team including SCCM, Application Packaging, Dell KACE & Imaging professionals.
- Ensuring Financials, CSAT and Operations are Green. Support for End User Computing
- Determine, design, agree and implement effective communication plan and status reporting.
- Resource Billing and Internal Budgeting
- Track the issues / risks and develop mitigation plan in consultation with clients and stakeholders.
- Chair weekly/fortnightly and monthly review meetings.
- Responsible for ensuring that ITIL processes including Incident, Problem, Change, Configuration and Release management are followed and adhered to.
- Ensuring agreed SLAs and KPIs are met.

Client Relationship Management

- Providing effective resolution to customer queries and improving relationships with the clients by anticipating their future requirements, thereby ensuring a positive customer experience.
- Conducting regular Meetings with the customers to understand the pain areas.
- Maintaining harmonious and cordial relationships with all the clients.
- Conducting Operations meetings with the Customer/team to address outstanding issues, SLA misses Outages.

People Management:

- Designing process-oriented documentation for team members in order to provide every necessary troubleshooting step for effective issue resolution.
- Taking corrective actions and drafting action plans for Delivery/Support Team members
- Leading, training & monitoring the performance of team members to ensure efficiency in IT Operations.
- Responsible for resource planning, goal planning, individual development, resource on-boarding.
- Drafting Roles and responsibilities of SME'S and team members to drive best results in terms of Service Delivery.

UBS

Systems Manager

April 2007 - June 2011 (4 years 3 months)

- Managing Microsoft Windows Security Patch Management Cycle & Infrastructure Stability.
- Windows Vista & Windows 7 Imaging using Microsoft Deployment Toolkit (MDT / BDD)
- Windows XP Imaging using Symantec Ghost & Power Quest (PQI)
- Windows Vista & 7 Security Patch Management & Distribution using WSUS.
- Patches & Software Distribution Management on Windows XP using SMS 2003 & SCCM.
- Creation & Management of Windows XP, Vista & Win 7 Builds for different Business Groups.
- Scripting using Windows Batch Scripts, VB Scripting & Wise Scripts.
- Managing & Contributing Final Level Support team in UBS. Vendor Management and Escalation handling.
- Project Handling across different Business Groups and Client Interaction.

- Technically Guiding and Managing resources in Windows Engineering & Product Management (Wintel)
- Client Communication & Vendor Management. Global support call hosting and co-ordination.
- Responsible for Handling Global Monthly Root Cause Analysis Meetings. Technical Training.
- Operating System Architect & Engineering UBS's Biggest Project One User Platform (OneUP) for Windows 7.
- Software & Patch distribution in engineering and test environment. Setting up of Virtual Infrastructure and supporting team.

Accenture

Sr. Analyst

August 2005 - March 2007 (1 year 8 months)

Bangalore, India

- Creation of Hardware dependent / independent images for Desktop / Servers for Windows XP and Windows Vista.
- Working with Symantec Ghost and Microsoft BDD 2007.
- Creation of Images using the ImageX from Microsoft (WIM Format).
- Testing, Documentation and Deployment of Images.
- Creating Standard Processes and procedures for Global Images used in all GUs.
- Creating Packages in the form of MSI / Exe using WISE Packaging Studio 5.5 for Remote Deployment.
- Repackaging, Testing, Documenting processes for the Microsoft Security Patches before deployment.
- Deployment of Microsoft Security Patches / Service Packs / Softwares using SMS 2003 and other Remote software deployment tools like Ignite's deployment software.
- Scripting / Coding patches and other softwares using WISE Script Editor.
- Managing & Administering more then 1000 Servers and 90,000 Desktops remotely.
- Setting security standards in whole organization's desktops / servers.
- Creating and updating automated software which can update all Microsoft Security Patches released every month along with other software applications on new machines which comes into the organization's environment.
- Creation of software similar to Microsoft Base Security Analyzer.

Convergys

Sr. Technical Officer

2004 - 2005 (1 year)

Gurgaon, India

- Installation / Uninstallation of Operating Systems.
- Installation / Uninstallation of Service Packs (SP) & Critical Updates (Hot-Fixes)
- Deployment of OS (Unattended / Sys-Prep / RIS)
- Blue Screens & all Bug Check Codes.
- NT Backup (Scheduled Backups / Manual Backups), Activations / Driver Issues.
- Disks (Basic / Dynamic) working with MBR, MBS, LDM Database
- Registry Corruptions & File System Troubleshooting.

Tangent Software Systems

System Admin

2003 - 2004 (1 year)

Moradabad Area, India

Network Administrator

Job Profile and work areas:

- Managing and helping users to work properly on the computers.
- Managing user accounts and groups.
- Designing the Group Policies.
- Looking for small hardware issues.
- Troubleshooting Blue Screens & No Boot Issues.
- Checking proper Networking.

Technical Trainer

Job Profile and work areas:

- Deliver Training for MCSE, DOEACC 'O' Level & DOEACC 'A' Level.
- Conducting practical.
- Delivering Software and Programming knowledge.
- Implementing the ideas into practice by regular labs.
- Creating test situations on Virtual Machines.

Education

Punjab Technical University

MCA, Computers · (2004 - 2006)

Mahatma Jyotiba Phule Rohilkhand University

BCA, Computers · (2001 - 2004)

Wilsonia College

Computers · (1992 - 2001)