

IT professional with a demonstrated history of working in agrochemical, consumer goods, banking & eLearning industry. A self-starter, keen learner, determined & resilient, skilled in working with diverse groups of individuals and teams spread across geographies.

Experienced in IT operations, cybersecurity, infrastructure management, strategy & roadmap, cloud migration, digital transformation, capacity planning, Business Continuity Planning (BCP) & Disaster Recovery (DR), stakeholder management.

At UPL I am leading global IT infrastructure & operations, collaborating with cross-functional teams in business & IT to make sure our business teams can deliver best in class products & services to our customers & consumers. I am reporting to the head of infrastructure & manufacturing IT.

KEY SKILLS

<ul style="list-style-type: none"> IT Strategy IT Infrastructure IT Operations Vendor Management Stakeholder Management 	<ul style="list-style-type: none"> Cloud Transformation Cyber Security Budgeting & Resourcing Program Management Team Management 	<ul style="list-style-type: none"> Asset Management Process Excellence IT Policies & Controls Proactive Remediation Capacity Planning 	<ul style="list-style-type: none"> Automation Service Management ISO 27001:2022 Scaled Agile (SAFe) ITIL, PRINCE2, Scrum
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PROFESSIONAL EXPERIENCE

UPL Limited Lead – End User Services Sep. 2021 – Till date

- Responsible for IT roadmap, strategy & budgeting for IT operations, infrastructure & services globally
- Ensuring 99% uptime of IT infrastructure for end users, application & business operations
- Leading cross-functional teams to streamline global processes & drive continuous improvement
- Automation & proactive remediation to reduce turnaround times and improve process efficiency
- Program management for end-of-life technology upgrades, security controls, ISO 27001 policy roll-out
- Business Continuity (BC) & Disaster Recovery (DR) planning & testing of IT operations technology stack & teams
- Information Security / IT policies roll-out to standardize processes & procedures across locations
- Cloud Spend Optimization, Data Backup strategy, Infrastructure modernization - Work from anywhere anytime
- Global Asset Management for IT hardware & software – procurement, deployment & reconciliation
- Cyber Security controls against external & internal threats, implementation of incident response strategy
- End to End management & tracking of infrastructure – procurement, security hardening, upgrade & 24x7 support
- Continuous engagement with business & IT partners to identify opportunities & solution/product evaluation
- Overseeing partner engagement to ensure day-to-day operations & programs are delivered within agreed SLAs

Reckitt, Pune Apr. 2017 – Sep. 2021

EUC Specialist Jan. 2021 – Sep. 2021

- Leading the End User Computing (EUC) operations across Reckitt for 35,000+ end users
- Collaborating with cross-functional teams in business & IT to improve day to day operations & user experience
- Responsible for managing vendor team members working on operations & infrastructure management
- Continuous assessment & evaluation of IT partners through periodic reviews of service levels & KPIs
- Periodic reviews of IT roadmap and current vs. future state evaluation for ongoing transformation programs
- Managing the transition of transformation programs - End User Experience (EUX) Monitoring, Persona based software delivery, Microsoft Endpoint Manager, Windows Autopilot

Technical Project Manager Apr. 2017 – Dec. 2020

- Working with leadership to minimize business risks and maximize value creation supported by the IT landscape
- Leading IT projects of global scale, from initiation to deployment, within agreed timelines & budget, with quality
- Collaborating with cross-functional teams in business & IT to deliver projects as part of global IT roadmap
- Partnering with solution providers / vendors for project execution, including their assessment & on-boarding
- Implementation of tools & best practices for IT operations & project execution, including GxP Validation (CSV)
- Managing allocation of budget, project related spend and cross-charging across Reckitt's regional entities
- Preparation & presentation of business case to leadership for decision on competing IT initiatives
- Received 'The Dark Knight' Award for **consistent outperformance** in 2019
- Projects – Business Process Upgrades (JDE/SAP, VDIs), Enterprise Data Archival, Automation (Smart Locker, Chat Bot), Windows 10, Office 365, OneDrive, Private Cloud Tooling, Security (BitLocker, Symantec, 2-Factor Authentication), CRM (Siebel & OBIEE), Azure Migration, DR Test

Bueno Technologies, Kolkata	Co-founder	Jan. 2016 – Mar. 2017
<ul style="list-style-type: none"> Our products - EducatorNext.com (high school e-learning), ExamJumbo.com (online competitive exam preparation) Spearheaded strategy, roadmap design and implementation, IT landscape management & delivery Developed product strategy and design & development of web platform for the products Improved product stability & maintainability by introducing framework and standard processes for development 		

PROFESSIONAL EXPERIENCE

Cognizant, Kolkata	Consultant – BFS	May 2013 – Jan. 2016
Client – Solutionstar Holdings LLC	Real Estate & Mortgage	Nov. 2013 – Jan. 2016
<ul style="list-style-type: none"> Design & development of database structure to house operational data with meaningful metrics and identifiers Design & execution of self-service reports on business operation, aiding management in decision making Analysis and reporting on sale of foreclosed assets & Settlement services business (Appraisal, Title & Close) Designed & developed revenue forecast models based on past trends, to be used as a guide in goal setting process 		
Client – Xerox Business Services LLC	Education & Financial Services	May 2013 – Nov. 2013
<ul style="list-style-type: none"> Managed transition from Xerox's in-house team to Cognizant team, documenting existing business & IT processes Lead team on executive reporting & tracking progress of the project during transition period and service delivery Enabled transformation of service delivery to improve IT processes and customer experience Awarded Consulting Excellence for Exceptional project execution & exceeding the expectations (2013) 		

Infosys, Bengaluru	Systems Engineer	Jul. 2008 - May 2011
<ul style="list-style-type: none"> Designed & implemented Payments features in Finacle, Universal Banking Solution, used by 140 banks worldwide Extended features of Core Banking solution to meet the Payments market specific requirements of UK and Europe Single handedly dealt with performance issues in product & contributed to tuning product for better performance Designed & developed Automated Testing suites for functional enhancements, improving module stability by 12% Achieved a reduction of 45% in number of defects during System Testing, ensuring a stable customer delivery Received Young Achiever's Award by VP & Head, for exceptional contribution in product development (2010) 		

SUMMER INTERNSHIP

L'Oréal India, Mumbai	Consumer Products Division – Supply Chain	Apr. 2012 – Jun. 2012
<ul style="list-style-type: none"> Simplify and automate the Point of Purchase advertisements' materials management process Study the feasibility of moving from excel based tracking of POP materials to SAP based tracking Design a process for distribution of POPs to be in line with the changing distribution logic of finished goods Re-designed the business processes to utilise new-age tools and move away from manual tasks Awarded Pre-Placement Interview for successful project execution on POP materials Management Automation 		

CERTIFICATIONS & COURSES

SAFe Agilist (Leading SAFe)	2023
Professional Scrum Master I (PSM I)	2021
Microsoft Certified: Data Analyst Associate (DA-100) Azure Data Fundamentals (DP-900)	2021
Microsoft Certified: Azure Fundamentals (AZ-900) Azure for Architects: Design a Migration Strategy	2020
Machine Learning & AI Foundations NLP with Python for Machine Learning Essential Training	2020
ITIL v4 Foundation Certificate in IT Service Management AI Foundations: Thinking Machines	2019
PRINCE2 Foundation & Practitioner Certificate in Project Management (GR656007982YL, GR657004338YL)	2018

EDUCATION

Year	Degree	Institute/School	Percentage / CGPA	Distinction
2011-13	PGDM	IIM Lucknow	7.01	--
Fall, 2012	MSc in Management	EMLYON Business School, France	--	--
2004-08	B.Tech. Computer Science	IACR, Rayagada	8.48	Rank 1 / 420
2003-04	XII (C.B.S.E.)	D.A.V. Public School Hehal, Ranchi	80.8%	Rank 14 / 441
2001-02	X (I.C.S.E.)	Bishop's School, Ranchi	85.0%	Rank 10 / 97

ACADEMIC ACHIEVEMENTS

Awarded Charpak Scholarship of Excellence by the Government of France for student exchange program	2012
Awarded merit scholarship for academic excellence during 4 years of under-graduation at IACR, Rayagada	2008