**Avitosh Pal** 10137 Foxhurst Court

Orlando, FL 32836

tel: +1 818-331-6883

[avi2pal@yahoo.com](mailto:avi2pal@yahoo.com)

**Summary** Hands-on information technology leader, known for innovative approach to solving problems. Experienced in building and motivating professional, capable, and responsive organizations. Polished and professional writer and presenter. Able to manage complexity, establish credibility, and unify teams around a strong customer service focus. Specialist in building leaders, shaping culture, and improving the entire IT ecosystem.

* Effective in fostering collaboration and consultative relationships with senior management and across traditional boundaries; highlighting inflection points of technology decisions.
* Technical leader with broad experience, brings focus on “big picture” business impacts of technology projects: real costs, practical benefits, risks and contingencies.
* Adaptable – skilled at supporting individuals, building systems, handling problems; as well as managing teams, training, developing strategies, policies and processes.

**Selected Achievements**

* **Committed to management**. Partnered with HR to send all managers to Learn and development programs. Then, created my own year-long advanced program focusing on strengths. Results: staff attrition is now quarter that of other Departments in the Company.
* **Tamed project uncertainty**. Created PMO and instilled both methodology and metrics, effectively eliminating late projects. Started “PM community of practice” to share practical techniques with other Departments. Results: willing adoption of unified standards across the company.
* **Brought best practices for operations**. Rallied to adopt common work tracking system, staff roles, and incident management practices. Self-funded hundreds of seats of training. Results: Sustained continuous improvement run by different departments.
* **Optimized service levels**. Reduced downtime by 64% (over 1000 hrs/year). Reduced time to resolve incidents by 84%. Results: voluntary consolidation of services from local IT to central IT. Examples: 60+ mail servers down to 1. All phones, networks managed centrally.
* **Improved financial position**. In six years, reduced recurring operational expense by $1M or more three separate times. In a fourth year, reduced ongoing budgets by 11%. Results: administration able to redirect savings to meet shifting demands across the Company.
* **Smoothed the mobile revolution**. Partnered with different Vendor partners to develop “multimedia grade wireless” design standards for Retail and Hospitality Services. Enhanced monitoring, expanded staffing, and removed wired networking from Resorts Rooms and Retail space. Results: saved $800k annually.
* **Fostered a cohesive culture**. Hired to bring two disparate teams together through decisive action. Led highly positive reorg, focused on strategic theme of operational excellence. Results: 101 people in new positions, 36% fewer managers, and deep staff loyalty.

**Experience Vice President of Information Technology**

**Earl Enterprise/Planet Hollywood, Orlando, FL** **2018-Present**

Reporting to CFO with staff of 20 and $3.5M budget. Functions include call center, service desk, desktop support, infrastructure and administrative and cloud applications, integration, project management and service management.

* Provide leadership, vision, and management to the Companies IT department. Oversee application architecture strategy and design leadership for Enterprise technology solutions, subject matter expertise at the portfolio level.
* Partner with the other senior leadership to establish the vision for an advanced and integrated intelligence-driven organization. Leading and developing the framework of support delivery with various portfolio projects for Earl Enterprise.
* Ensure designs support scalability, QoS, performance, security, maintainability along with architectural integrity, and ensure solutions are delivered in alignment with the defined architecture strategies and goals. Ensure that the POS systems, reporting, and accounting stay current.
* Oversee global operation of the company’s technology infrastructure, including; Networking, Data Centers, Systems Software Support, Data Management, Client Computing, Telecommunications, Security / Compliance, Disaster Recovery, Help Desk, Office Services, and Network Operations Center.
* Define a strategic roadmap that considers business needs and leverages new technology opportunities, defining and maintaining a set of technology standards which are consistent with our overall architectural design. Develop and implement a global cloud strategy in alignment with cybersecurity and financial management requirements.
* Driving design of key technical components, frameworks, interfaces and services that can be leveraged by teams of developers, and provide leadership over product evaluations, proof of concepts, and product implementations
* Creating Architectural framework based on the ITIL and TOGAF best practice
* Responsible for driving the Mobile and Online Transaction experience, which entails day-to-day oversight, management, and reporting of digital offerings under management.
* Managing vendor evaluation, budgeting, monitoring progress through to implementation.
* Recommending direction to leadership Team in identifying new concepts, ideas, techniques, best practices and technologies that can be leveraged to create unique and effective solutions.
* Using Agile concepts including Scrum, Scaling Agile, SAFe 4.0 (SPC4), CSM, CSP, Kanban, etc.
* Multiple delivery approaches including waterfall, Agile, Kanban, etc.
* Building creative solutions that deliver significant tangible value for clients
* Building Virtualization of Datacenter has resulted in $500K annually savings

**Vice President of Information Technology**

**Tijuana Flats Corp., Orlando, FL** **2016-2018**

Reporting to CEO with staff of 18 and $1.5M budget. Functions include call center, service desk, desktop support, infrastructure and administrative and cloud applications, integration, project management and service management.

* Provide leadership, vision, and management to the Companies IT department. Oversee the revision of the IT Strategic Plan on an annual basis ensuring its coherence with the overall company strategic plan.
* Build the intelligence-driven framework into the organization. Partner with the other senior leadership to establish the vision for an advanced and integrated intelligence-driven organization.
* Lead the architecture and engineering organization in defining security strategy and practices for the enterprise using an intelligence and threat-driven defense model.
* Ensure that the POS systems, reporting, and accounting stay current
* Maintain the integrity and continual operation of the company communications infrastructure including networks, email, telecommunications, cellular and wireless.
* Recommending long-range strategic and tactical plans for Restaurant location growth and discipline expansion, based on market research and competitive data in the regional market, to meet future business plan goals
* Building creative solutions that deliver significant tangible value for clients
* Added 2800 managed desktops, 3000 wireless AP’s, doubled email users with 20x increase in mailbox size, tripled servers managed, 500% increase in storage, and grew by 15k network ports all with flat staffing and sub-inflationary budget increases.

**Sr. Director of Information Technology**

**Office Depot, Boca Raton, FL 2013-2016**

Reported to CIO. Responsible for developing and implementing high-level standards across all ITSM units. Functions included IT Service Management, communications, informatics and eCom development, vendor management, facilities, Voice & video streaming, and assessment.

* Develops, maintains, and monitors budget performance for the Infrastructure team and company infrastructure projects.  Direct P&L budget responsibility of ~$9M/year, management of capital projects up to $20M/year, and indirect P&L budget responsibility of >$40M/year
* Work, in collaboration with other Business units, to develop and analyze systems in support of their projects or mission, then upgrade or enhance the infrastructure to meet their requirements
* Responsible for all 1400 Retail Stores POS systems, reporting, and accounting stay current and competitive in the Retail industry with respect to IT infrastructure and services.
* Leverages understanding of SAP best-practices, business processes and the relationships between different functions within different departments to architect appropriate IT solutions
* Led initiatives in virtualization, upgrading corporate network, Exchange Server migration, network monitoring, reducing business risk and increasing efficiencies. Negotiated several significant networking con- tracts, upgrading bandwidth, improving security and manageability of company networks.
* Introduced new technologies and professionalized department, including processes to track problem resolution and manage software licensing and installation; promoted training and development of staff.

**Director of Technology**

**Walt Disney Company, Burbank/Orlando 2005-2013**

Directed Parks and Resort technology team for $350M staffed and managed 56-person department providing all functions of IT/Infrastructure including Database Administration, Systems Administration, Desktop Support teams for largest Hospitality Company. Reporting to VP of Technology, developed policies, set service levels, managed personnel and budgets, oversaw all aspects of operations.

* Provide proactive oversight of daily operational and organizational activities in support to transformation of multidimensional IT systems supporting customers and business units. Take charge of ensuring technology sustainment and development for a billion-plus transactional system as well as utmost customer satisfaction.
* Provide key input into Digital Channels strategy and responsible developing and driving execution of the mobile and online transaction roadmaps.
* Proven successful experience in vendor selection and management for a wide range of technology solutions, including drafting SOW’s, RFP’s, and vendor evaluation, budgeting, and monitoring progress through to implementation.
* Demonstrated expertise in various technology initiatives, which led to selection as consultant on multiple company-level transformation initiatives for domestic and International segment regions, such as Walt Disney World Florida, Disneyland California, and Aulani Hawaii, Hong Kong, Paris and Shanghai

**Sr. Manager of Network Engineering**

**Nortel Networks, Ottawa/Dallas 1994-2005**

* Responsibility in Managing people and leading projects. Responsible for solution development of large, complex engagements and/or acts as leading authority on multiple service offerings.
* Responsible for Pre and Post Sales Analysis, Design, Implementation, Integration, of LAN/WAN, Voice/Data, Wireless, DWDM/Sonet technologies, Enterprise System Management (ESM), and Enterprise Information Security solutions.
* Principal engineer responsible for designing and implementing voice/data, wireless/mobile systems nationally and globally. Intranet solutions for campus and MAN/WANs, Voice over IP (VoIP), Voice over Frame Relay (VoFR), Conference Connection, Personal Assistant and Web Infrastructure build and deployment, CTI integration, implementation, configuration, and Enterprise System Management and Security (ESM) platforms/applications.

**Technology Platforms**: Linux (CentOS 6/Red Hat Enterprise Linux 6, Ubuntu), Unix (Solaris, AIX), Macintosh (OS X 10.9), Windows (Windows 7, Server 2003/2008, Exchange Server 2007; licensing/acquisition issues), Amazon Web Services (cloud-based), VMware ESX/ESXi, MySQL, Oracle, NetApp, EMC Clariion, cfengine, LSF, SAS.

**Programming**: Python, bash, shell scripting/utilities, Perl, C.

**Applications**: Microsoft Office, Apache 2.2, Subversion, Splunk.

**Network**: TCP/IP (DNS, SMTP, HTTP, X11, BGP/WAN, 802.11, etc.), IPv6, Ethernet,

Juniper Juno, Cisco IOS, VoIP (SIP telephony), SD-WAN.

**Education** Master of Science in Electrical Engineering

University of Calcutta, Calcutta, India **1994**

Bachelor of Science in Electrical Engineering

University of Calcutta, Calcutta, India **1992**

**Certification** Cisco (CCNA, CCNP), Network Professional Lean Six Sigma, ITIL v3.

**Personal** Hobbies include bicycling, co-producer of special events. Volunteer at different foundation.