

## Krish Chandra

### Head - IT SECURITY & RISK MANAGEMENT

***A highly accomplished Technology Leader with proven ability to lead successful corporate information security and technology operations and facilitate corporate growth by designing and implementing technology strategies***

### Executive Profile

- Over 20 years of experience in IT Delivery, Transition, Operations, Solution Architect and Client Management in a Global Delivery Model
- Entrepreneur running IT services and products company for 2 years in India
- Lead the successful transitioning, setting up of offshore division for Merrill Lynch EMEA for derivatives, Credit Risk, Support Desk and FX applications
- Experience in Project Managing in domains of Finance, Automotive Manufacturing and Retail industries across the US, UK and India
- 10+ Years of exclusive project/program management using Global Delivery Model
- 2+ years working in Data Center consolidation project moving servers, applications from Europe, Asia Pacific to US data center
- 3+ Years of rich experience in Transitioning and setting up engagements at offshore
- Hands-on experience in leading large Application Development using Agile Methodology
- Efficient in SLA driven support and maintenance of multiple applications and global user base
- Strong relationship management and negotiation skills at all levels within an organizational ecosystem (clients, partners, vendors, support groups and senior management)
- Served major business houses such as Ford Motor Company, Merrill Lynch, and FannieMae across Europe & US and India
- Experience working as DB administrator

### Key Impact Areas



- IT Security Management
- Cyber Security Operations
- Technology Risk Management
- Managed Security Services
- Governance & Compliance Mgmt.
- Consulting & Advisory
- Budgeting
- Gap & Risk Analysis
- Client Management

### Soft Skills

Communicator

Collaborator

Intuitive Innovator

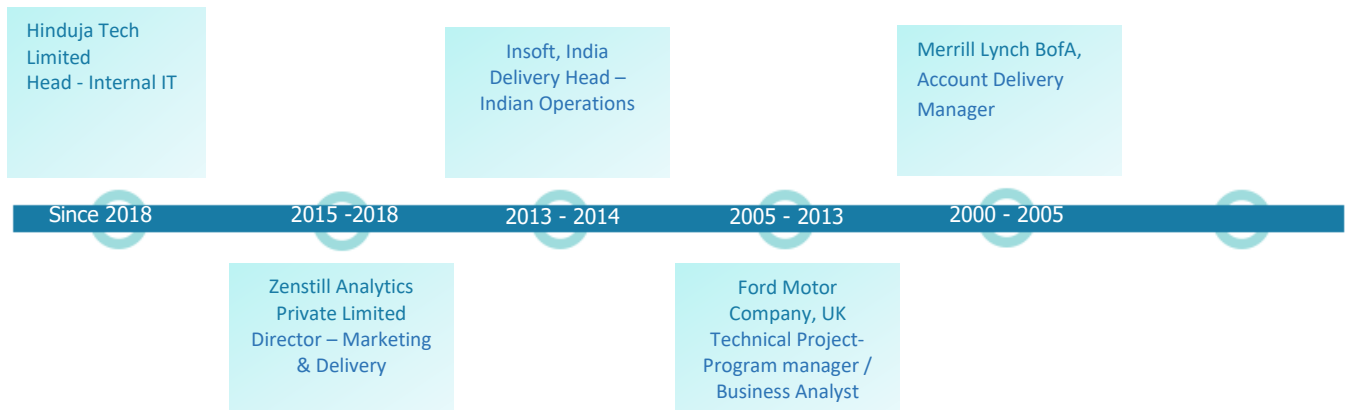
Analytical

Motivator

Team Builder

Team Management

## Career Timeline



## Professional Experience

### Hinduja Tech Limited

#### *Head - Internal IT*

#### Description:

Responsible for managing support activities for 1500+ users located globally. In addition to managing the overall infrastructure and help desk, successfully built a product for Competency-Skill mapping

#### Responsibilities included:-

- Help Desk (L1, L2 and L3)
- Infrastructure management (Asset Purchase and Maintenance)
- Audit compliancy management
- Network security
- Product development

### Zenstill Analytics Private Limited

#### *Director of Marketing and Delivery*

#### Description:

A start-up venture aimed at providing service to Application development and Support. Also, built few products which are deployed and in use at client locations across UK and India.

#### Principal areas of focus:

- Web and Mobile Applications Development for clients across US, UK and India
- Data Scraping, Crawling, Product Information Management and Analytics for major e-Commerce platforms
- Insurance based products on Java / J2ee Technology
- E-Commerce products on Php, Angular JS, Opencart and MySQL

**Insoft, India*****Delivery Head – Indian Operations*****Description:**

Responsible for the delivery of Projects and Client Management for Indian Operations

Responsibilities include:

- Client management – business retention and growth. Have successfully delivered 30+ projects in domains ranging **finance, healthcare**, media and eCommerce
- Technical Project Management
- Resource management

**Ford Motor Company, UK*****Technical Project-Program manager / Business Analyst*****Description:****Data Center Consolidation**

Responsible for re-locating applications (30+) from European and Asia-Pacific data centre to Ford North America data centre in Detroit

Responsibilities include:

- Identifying technical and hardware spec for existing set up
- Discuss with architects and network teams to agree on future spec for hardware and required software upgrades (E.g. Oracle 10 – 11g, Websphere 6.1 etc.)
- Co-ordinate the build in new shared VMware instance in Detroit data centre
- Negotiate with UK business on testing requirements and downtime during the transition
- Plan and manage timely re-deployment of applications to the new data centre

**Global Warranty Management system*****Programme Manager / Business & Systems Analyst*****Description:**

Lead the building of a global automation system for Warranty Coverage (Base Cover) for Ford Motor Company. Involved in taking the process through conception to deployment.

Responsibilities:

- Worked with offshore technical teams to design and build the requirements.
- Stake holder relationship with European and North American business
- Ensuring process alignment between the two regions.
- Manage project finance

Requirements spanned 30+ markets in Ford of Europe and US, Canada, Mexico for Ford or North America.

## Education & Credentials

Executive MBA - Finance from CASS Business school, London

ITIL v3 Foundation

Citrix XenApp, XenServer and Xen Desktop

Cisco CCNA

## Accomplishments:

- Headed Internal IT for 1500+ employee organization managing infrastructure, networking and asset management
- Account managed Merrill Lynch EMEA account (**10+ mils P&L responsibility**)
- Expanded Merrill Lynch account into **Private Client and Investment management space. (2+ Mils)**
- Lead the **data centre consolidation** project (8+ Mil cost, 20+ applications, Europe and Asia Pac data servers) in transitioning the servers, applications to Michigan data centers.
- Instrumental in conversion and implementation of **Billing and Payables module from Sybase/Shell scripts to Peoplesoft.** (For FannieMae, US)
- Instrumental in product development used to facilitate movement of raw materials and finished goods under NAFTA (For US and Mexico)



## Personal Details

Krish Chandra

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