DHAVAL MUNGARA
Manager IT

OBJECTIVES

Seeking an exciting and dynamic role to leverage skills and experience in delivering tangible results. Eager to contribute to an organization that promotes a culture of innovation, continuous learning, and personal development.

CONTACT

PHONE:
9998993551

WEBSITE:
linkedin.com/in/dvmungara

EMAIL:
dvmungara@gmail.com

PRESENCE ADDRESS

C/501, Akshar Paradise, Atladara, Vadodara, Gujarat – 392130, India.

ACHIVEMENTS

- Service Excellence award in FY 2020, 2021, 2022 & 2023.
- Learning Champion award in 2021 & 2023.
- CSI (Continual service improvement implementation) award

PERSONAL INTEREST

As a Volunteer Working with BAPS Swaminarayan organization.

PROJECTS ACCOMPLISHED

1. **Express Service Inc – USA**
   A. Checkpoint, Fortinet & Meraki Firewall, cradle point, uplogix, Meraki switches Aruba wireless with SDWAN deployment & set Monitoring using SolarWinds & Silver Peak in 850# Office of Express Employment Professionals - USA. Implemented Network automation using powershell & python script.
2. **Merino Industries limited – Halol**
   A. Commissioning of IT infrastructure with Meraki network Security & SDWAN and DATACenter. Digital Transformation of IT infra with Skillfully Established resilient Meraki MX250 Security and Network solutions, SolarWinds, Thousand eyes, Azure DevOps.
   B. SAP Rollout over inforLN.
3. **PramukhSwami Maharaj Shatabdi Mahotsav – Ahmedabad.**
   IT infrastructure with Fortinet Firewall, Cisco Catalyst network and DATACenter deployment.
4. **Reliance Industries Ltd – Dahej, Jamnagar.**
   A. **42# Business Application deployment.**
   As a business analyst various 42# in house applications roll out successfully at Reliance Dahej Site. Application related to managing plant production, Hospital, JIO Health hub, HR, Admin, and Security domains.
   B. **State of The Art Audio-Visual Facility upgrade.**
   As per new technology trend hybrid VC systems upgrade in 10 VC Room, Auditorium and MAB.
   C. **RPA Implementation in IT Helpdesk Portal.**
   Automate Authorization, basic call resolution by user self-help, auto installation, RPA Script creation.
   D. **IT Infrastructure with Fortinet & Meraki Firewall and audiovisual facility implementation at Reliance.**
5. **Sai Infosystems India Ltd – Gujarat**
   A. Govt. Polytechnic – IT Infra implementation with Cyberoam firewall security & HP Network switch.
   B. BSNL VVOBB Implementations

SKILLS

Leadership and Management - Project Management, Team Building, Strategic Planning, Budgeting and Resource Allocation
Communication Skills - Stakeholder Engagement, Conflict Resolution, Documentation
Technical Proficiency - Systems Administration (servers(Windows-Linux), VM, Firewall (Meraki, Fortinet & Sophos) networks (Meraki, HP Aruba, Cradle point and Cisco DNA), and infrastructure), Monitoring on SolarWinds and Silver Peak, Python, SQL & oracle DB, Azure DevOps, Disaster recovery, Audit(ISO27001, IMS, & SCAN), O365 SharePoint, Power shell, Python scripting, Power Automate, Power Apps Development and IT risk management

TRAINING ACCOMPLISHED

- Meraki SDWAN, Security and Network, Fortinet, Sophos network Security, HP Aruba, TP Link Omeda, Cisco DNA Centre, Network Design & Deployment training from OEM.
- RPA, Network automation using Python & Powershell Script from Express University – OK, USA
- Learn to build, launch, and scale with generative AI, data, security solutions with the most cost-effective infrastructure from AWS Summit India.
- Project Management Professional Program from Reliance RPMG Group.
- Building management Systems and attended a seminar on the Internet of Things in convergence India.
- As a part of continues learning 90+ certification done from LinkedIn & Coursera Certificates

CERTIFICATE

1. AWS Fundamentals – ID - C5UDVQW7WWYG
2. Project Management – ID - 7P34XUBSSLNN
3. CCNP – CSCONPE8923N3

WORK EXPERIENCE

SITP Ltd – IT Manager - At Presence
19 Oct 2023 – Currently leading IT Network Operation center for Express Employment Professional, focusing on O&M, infrastructure setup, and ISP co-ordination from Verizon, Cradle Pont, to ensure best uptime for network. Oversee global IT operations across India, US. ensuring service delivery within SLA. Manage network security, routers, Cisco & Meraki switches, data center operations, and new site-level IT network planning. Ensure client satisfaction through systematic feedback mechanism.

Reliance Industries Ltd – 20 July 2015 to 18 Oct 2023 **– 8 Years - Senior Manager –** Jamnagar & Dahej Site
Managed end-to-end IT operations including network, cybersecurity, endpoint systems, audits, and data center management across multiple Reliance entities. Led infrastructure setup for Dahej D2 site and JIO FTTH rollout in Gujarat. Oversaw application and server management, AV systems, and IT assignments for J3 Plan and JIO IDC at Jamnagar Refinery. Held progressive roles from IT Executive to Senior Manager over 8+ years, driving strategic IT initiatives across key industrial sites.

Microlink Solution Pvt Ltd - AV Support Engineer
7 July 2014 – 19 July 2015
Led initiatives with day-to-day operational issue resolution as a Resident Engineer at Reliance Industries, Jamnagar.

Sai InfoSystems Pvt Ltd - Sr. Technical Support Engineer
3 Aug 2009 – 30 June 2014
Configured IT networks and installed Cyberoam Firewall, HP Smart Switch, and Wi-Fi devices. Conducted site visits to resolve IT tickets related to desktops, laptops, printers, and network issues for clients.

EDUCATION

MBA With Specialization in Information technology - 66.31%
January 2019 – December 2020
Jaipur National University-Jaipur, Rajasthan.

B. Tech in Electronics & Communication Engineering - 70.79%
August 2010 – June 2013
Singhania University- Jhunjhunu Rajasthan.

Diploma in Electronics & Communication Engineering - 69.85%
August 2006 – May 2009
A. V. Parekh Technical Institute-Rajkot (TEB Gandhinagar).

SSC Schooling - 83.14%
March–2006
Shri Principal High School Jamnagar.