

RACHIT PATHAK

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Technology leader and Decorated Veteran (Army) with 17+ years of multi-functional experience in IT Operations, Network & Communications, Cyber surveillance, and Change Management.

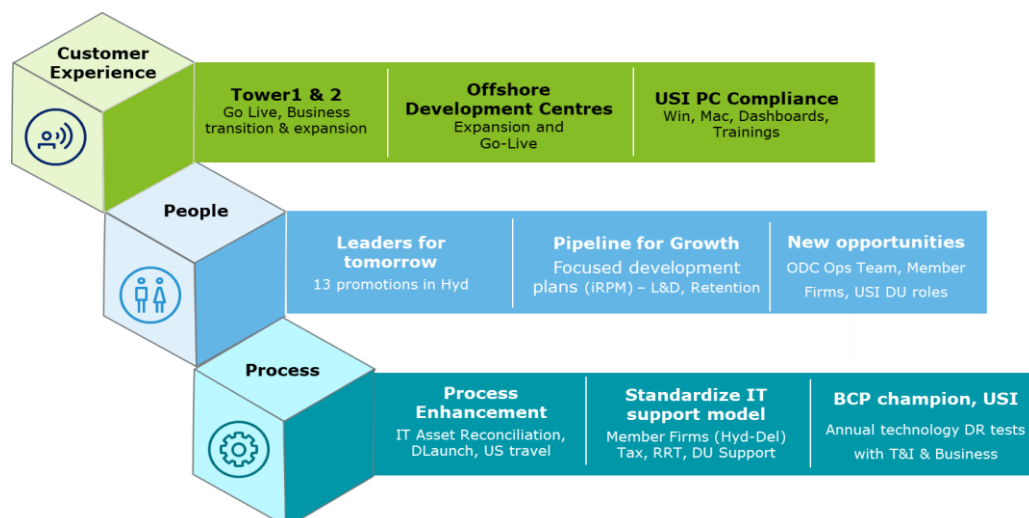
Personal Interests, Strengths: People Connect, Collaboration, Emerging Technologies, Communication & Networking, Playing Basketball, Waste Craft, Horse Riding



PROFILE

- **Leading Global Infrastructure & Firewall Management Services in Global Technology Services (GTS)** as a **trusted partner** to clients in ensuring IT infra support & helping them overcome IT Infra related challenges. Through strong leadership and communication skills, combined with a knowledge of core, I specialize in technical competencies to hold understanding of an enterprise IT infrastructure operational environment, adhering to industry best practice. My current role requires me to lead **multiple portfolios and IT support teams** (across US, Mexico, Spain, UK, Germany & India). Working closely with stakeholders in driving their technology dependent strategic priorities through Firewall Managed Services & Support. The primary objective of this position is to provide operational management of the Global Technology Services, which provides 24x7x365 IT Infra support to the Deloitte member firms. This position works very closely with the Firewall Operations, Architecture and Engineering teams to provide a comprehensive service. The position also works closely with other Deloitte groups and vendors to provide exceptional customer support and advanced skills that enable me to deliver a high level of service and to meet the expectation from the business of a highly available agile infrastructure.
- **Leading Site Operations in Technology Support Services (TSS, ITS)** as a **trusted advisor** to clients in ensuring business continuity & helping them overcome technology challenges. My current role requires me to **manage multiple portfolios and stakeholders** (both US and India) working closely with them on driving their technology dependent strategic priorities through various **unique support models**.
- **Chief of Cyber Centre in Counter Insurgency Zone** (Kashmir) leading **Cyber Operations Team** for 24x7x365 support.
- **Assignments at Armed Forces stints** I have successfully led teams in various challenging domains which include **Counter Insurgency Operations & United Nation Peace keeping force**. Through my strategic and forward-looking thought process, I have ensured that the delivery model was always a notch higher than expectations.
- **My biggest strengths** lie in bringing a **strategic mindset, comprehending complex problems** thereby building well-integrated operational & technology support strategies for results and serving clients with distinction.
- **On a special assignment**, I led the technology team in Lebanon which was responsible to provide data & voice support to UNPKF. This included **governance and management of IT Infrastructure, Networks, Firewalls, Services, ERP & Applications, BCP/DR, Information Security, Audits, Risk & Compliance** for a \$5 Billion Strategic Program. Steered successful **planning & execution** of secure data & video network with **custom-designed** IP encrypts. Authored, initiated, developed, and implemented organization to ensure '**Zero Breach/Incident**' in a program of sensitive and vital national importance.
- **Lead teams to design & architect** the **standards for application architecture**, DB design & infra deployment for supporting e-Gov Projects. This included **business process re-engineering & change management techniques** which ensured the projects are inter-operable, standardized, scalable & secure.

Key Projects: Deloitte US-India



EDUCATION CREDENTIALS

Certified Information Security Auditor (CISA) Information Systems Audit and Control Association (ISACA)	2020
Cloud Guard Public Cloud Administrator Check Point Software Technologies Ltd.	2020
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AWS Cloud Practitioner AWS Training & Certification	2020
ISO 27001 (ISO Lead Auditor) British Standard Institution Group India Pvt. Ltd.	2019
Deloitte Faculty of Excellence (DFX) & Deloitte Coaching Excellence (DCX)	2018
PMP, PDUs PMI, USA	2015
Six Sigma (Green Belt) Indian Institute of Technology (IIT), Delhi	2015
Advance Network & Security Course, C#, .Net, SQL Indian Institute of Technology (IIT), Kharagpur	2008
Cryptography Techniques Military College of Telecommunication Engineering	2008
B. Tech, Electronics & Telecommunication Jawaharlal Nehru University, New Delhi	2007

PROFESSIONAL EXPERIENCE

Global Technology Services – Deloitte Support Services

April 2020 onwards

Position: Associate Vice President – Global Technology & Infrastructure

Responsibilities:

- Leading Global Operations of **64 Technical professionals** responsible for supporting **Clients & business professionals** and leveraging management of the team responsible for **monitoring and operational support of IT Infrastructure & Firewalls within the Deloitte Infrastructure**.
- Provide day to day operational management including **SLA and ticket management**, personnel scheduling, escalation handling, **escalations** with vendors. Adhere to established incident management **SLA and SLOs**.
- Participate in **Major Incident calls** and all priority issues on a 24x7 case as needed.
- Build **relationships with customers**, other Deloitte teams, and vendors to provide exceptional service.
- Ensure **Compliance and Regulatory requirements** to assist with security audits and assist in remediate of any security related issues.

Deloitte Consulting India Pvt Ltd

February 2018 onwards

Position: Executive Manager – IT Support Operations

Responsibilities:

- Leading Hyd site of **84 Technical professionals** responsible for supporting **30,000+ business professionals** and leveraging management of IT Infrastructure Service Operations and Delivery.
- 24x7 support to **30+ Offshore Development Centers & 9+ Member Firms** thereby overseeing the delivery of IT services from Hyd location by maintaining necessary access to technology support.
- Collaborate with **13 office/block managers** to ensure office maintains a service delivery model focused on customer service through IT Walkup centers.
- Responsible for **IT Asset deployments, print services, laptop lifecycle & remote/project** site support
- Tactical leadership with all required **infrastructure teams** (Server Ops, Tele, Vdoconf, etc.) to ensure office is effective.
- **Align team priorities** to regional team & sync with the customers' timelines and priorities & **handling escalations**
- As IT Ops Site Leader ensure **monthly goals are set** and track progress on a daily, weekly or monthly basis.
- Additionally, responsible for **Talent activities** viz. develop future leadership, performance management, goal setting, coaching/mentoring, team recognition, and recruiting activities.
- Leading additional projects and initiatives at **regional/national level**.

Key Accomplishments: Deloitte USI

- ❖ **Rewards & Recognition:** Outstanding Performance Award TSS 2018, **Outstanding Performance Award 2020**
- ❖ **Culture Building:** Conceptualized #IAMTSS NextGen campaign to build Sense of Pride & Belonging for USI TSS
- ❖ **Team Growth & Empowerment:** Sought after coach, 'Thank It Forward' Champion for USI TSS
- ❖ **Innovation:** Shortlisted amongst top 10 ideas in ITS Innovation Challenge & under Top 3 ideas in TSS Innovation Challenge
- ❖ **Leadership:** Leader Speak session (Aus MF), Panelist at CoRE KS Team, WoW Program Mentor (USI DU), Panel Moderator at DU
- ❖ **Internal & External Eminence:** Leader pioneer for Inclusion Summit, Core member of Technology Business Summit. Speaker at Hopper-X: Technology Conference 2020

Highlights from Chief of Cyber Surveillance Center role

- Responsible for **Infrastructure monitoring & operations activities** of teams in Cyber Domain, Internet based.
- Ensure all **vulnerability is plugged** as per threat reports & ensure audits observations are met thereby ensure **Change Control & compliance** with processes.
- As **Operations Team Leader** ensured delivery of high level of service to meet expectation from the business of a highly available agile infrastructure.
- Management of the team responsible for **monitoring & operational support** of CISCO firewalls.
- **Monitoring, studying and analyzing network trends & threats** thereby developing synergy between various cyber sections departments.
- Responsible to oversee all issues **reported & manage escalations** with vendors.
- Create documentation & process to **maintain procedures, operational & architectural policies** as per standard.
- Deployed technologies that included **Gigabit Passive Optical Network (GPON)**, ASP, and web-based applications.

e-Mission Team, Ministry of Electronics & Information Technology, Govt of India

Position Held - IT Infrastructure & Change Management Consultant

Jan 2016 – Feb 2018

United Nations Interim Force (UNIFIL), Lebanon

Position Held - IT Communication & Wide Area Network Manager

Jan 2009 – Aug 2009

Indian Armed Forces (Army)

Position Held - Senior Leader Operations – IT, Defense Information Technology Department

Jun 2002 – Aug 2015

Cyber Surveillance and Warfare Centre – Indian Armed Forces (Army)

Position Held - Officer-in-Charge – Cyber Department

Jun 2013 – Aug 2014

KEY PROJECTS	ACCOMPLISHMENTS
<ul style="list-style-type: none">• Creation of VLAN in Headquarters thereby delivering desired IT infra• Led project work Capturing Acoustic data in a Wireless Sensor environment using Motes• Developed GPS based Tracking module for monitoring Convoy Movement• Supervised a team of 5 acute technical personnel for perception Management through Cyber Media• Merged Army Radios over Internet Protocol, thereby filling void of radio compatibilities• GPRS based Tracking module system integration for real time tracking of outstation clients• Led Procurement & Installation of IR based tracking modules, CCTV cam, NVDs, Microwave back haul comn system• Core Team member to carry out locating BTS & security system for Army Owned Mobile comn system	<ul style="list-style-type: none">• Best Student National Defense Academy (Army)• Sena Medal Gallantry Award recipient in Military Operations in Kashmir Valley• Army Commander Commendation Card for exceptional leadership display during military operations• National Security Guard (NSG) Leadership Commendation for Leadership & Mentoring• UN Peace Keeping Force (UNPKF) Mission Member• Medallion, General Officer Commanding, Kashmir for establishing Cyber Surveillance & Warfare Centre• Chief Minister Uttarakhand Award for Best Innovation• Govt of India Award for Aerostat Project (Google Loom)• Shortlisted for Fellowship Program in YALE University• Got Innovation Idea selected for MyGov – Prime Minister Idea of Innovation


(Rachit Pathak)