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| +91 9560755845  d\_kandwal@rediffmail.com / digambar.kandwal@gmail.com  **DIGAMBAR PRASAD** PMP, ITIL V3, Proven success in Project Management, Operation, Vendor Management, Team Management, Administration, Procurement, Liaising with Govt officials, Logistic Management, implementing & managing security controls, for supporting growth and enhancing productivity  Location Preference: Delhi –NCR / Dehradun / Indore | |
| core24x24iconsCore Competencies | knowledge24x24iconsProfile Summary   * **An Ex Army PMP, ITIL V3 Certified professional** **over 30 years** of experience in project management, vendor management, Operation management, Security Management, supporting end-users & developing technical staff to achieve performance objectives. * Preparation of Project Planning documents SLA calculations, project execution, HLD/LLD, user manual, using project management tools. * Insightful understanding of ITIL foundation framework, which includes Service Delivery, functions such as Incident Management, Problem Management, Change Management, Risk management and schedule Management * Preparation of contract documentation, detailed acceptance procedures and acceptance Plan. * Preparation of agreed list of Outstanding Activities with defined actions and responsibilities to enable closure. * Preparation of Final Acceptance Certificate signed by the Customer and Agreed deliverables handed over to the Customer and Support organization. * Proficiency in interfacing with top management for evolving strategic vision, driving change, infusing new ideas and taking enterprise system performance and productivity to the next level. * Proficient in monitoring & consolidating relevant operational KPIs & SLA compliance as input to customer operations and SLA reporting * Expertise in liaising with local and government officials for resolving the dispute in company favour. * Expertise in working team management and team development as per requirement. * An effective leader with excellent communication, negotiation and relationship building skills. * Responsible for project and actively executes to project plan while maintaining quality standards. Ensures all commitments are met in accordance with pre-established project goals/objectives. * Ensure control of equipment deliveries, service costs, project activities and customer hand-over requirements. Also responsible for reporting on project financial and schedule progress based upon project goals. * Good understanding of project data to predict project success. |
| Project Management Vendor Management  General Administration Project Documentation SLA management Documentation  Infrastructure Management  Logistic Management Team Building & Leadership  HLD/LLD Document preparation  User manual and Day to day correspondence with customer |
| career24x24iconsCareer Timeline | |
| **1992 – 2008**  Indian Army  **2010 – 2011**  Synergy Education International Pvt. Ltd., Location Indore    HCl Infosystems Ltd., Noida  **2013 – Present**  Essel World & Water Kingdom, Mumbai  **2008 – 2009**  softskills24x24iconsSoft Skills    Communicator  Change Agent  Planner  Motivator  Collaborator | |
| exp24x24iconsWork Experience | |
| **Jun’ 13 – Present**  **HCL Infosystems Ltd., Noida as Project Manager (Consultant), PAN India**  **(Project Details are confidential)**  **Key Result Areas:**   * Preparing and finalization of HLD/LLD and project documents with customer and project stakeholders. * Building and Installation of all Infra items at all the PAN India sites. * Documentation of project like Operational and training manuals, reliability and performance states of Network and hardware. * Contributing to strategies and execution roadmaps (for purchases, strict budget controls, security, crisis / disaster & business continuity plans, asset management, incident management, audits, compliance & regulations, and vendor management) * Driving the daily operations to ensure that the infrastructure installation must be on time and after installation are up & running. * Leading a team of engineers for providing support in case of any incident, change, and preventive action required with an aim to maintain SLA * Collaborating with vendors and ensuring all orders (New/Upgrade) are addressed in time and site becomes online within the committed date * Delivering maintenance support & responding to outages during off-hour within establishing Service Level Agreements (SLAs) * Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & group targets   Previous Experience  **Feb’ 10 – Aug’ 11**  **Synergy Education International Pvt. Ltd. (Neo Corp. International Ltd.), Indore as Manager – Administration & IT**  **Apr’ 08 – Nov’ 09 with Essel World & Water Kingdom (Essel Group), Mumbai as Manager – IT**  **Feb’ 92 – Mar’ 08 with Indian Army as Network Administrator & Section In-charge**  edu24x24iconsEducation   * Graduation from (Army) in 2008 * Diploma in Information Technology from CMC in 2006 * Diploma in Information Technology from C-DAC in 2005 * Diploma in Web Designing from C-DAC in 2005 * Diploma in Network Centre Operations from NIIT in 2002 * Operation Communication Centre Grade I (Telegraphy, Telecommunication, Exchange Operating, AWAN, all type of HF, VHF, UHF Wireless Communication) from 6 Technical Training Regiment, (Signals) Ponda (Goa)   Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\Professional-Affiliation24x24icons.pngCertifications   * ITIL V3 Certified from TuvSudin 2013 * CCNA Certified from CRIPS in 2012 * Security / Administration from Army in 2008   Technical Skills  ***Technologies & Framework***  ***Installation of :-***   * Polycom Video Cameras, Recorded Streaming Server, Dual Server and Multipoint Conferencing Unit * Zyxel DSLAM, Vega stream IP Exchange * Data Center Security systems and CCTV campus security system. * 4.5 Mtr and 2.4 Mtr Satcom Antenna. * 1155 Km JFC * 555 Km OFC   Projects   * Voice converse network of 1500 client in Mhow (MP) using Cisco 48 port splitter and 24 port SW on JFC cable * Thin client network for 200 clients * DSLAM for 80 clients * Defence communication project PAN India (Defense Project). * 555 Km OFC and 1200 Km JFC installation in PAN India Defence Project. | |
| Date of Birth: 4th July 1973  Current Address:769/70Nayakhand II Indirapuram, Ghaziabad (UP)  Permanent Address : Vill – Bareth, PO Kandakhal, District Pauri Garhwal (Uttarakhand)  Languages Known: Hindi & English  Current CTC : 16.12 Lac/PA (In hand) | |