Goutam Kumar Swain

E301, MAITRI PALM,
Sarigam, Valsad, Gujarat– 396 155.
Email ID: gkswain@gmail.com
Mobile :+91- 9960139502 / 7064564123

Date of Birth: 05 June, 1974
Current CTC : INR1200000
https://www.linkedin.com/in/gkswain

Objective

A hardcore IT professional with over 23 years of transformative leadership in IT Service Delivery, Infrastructure Management, and Operations. Progressing from an IT Support Engineer to a proactive IT Infrastructure Developer, I possess extensive expertise in SAP BASIS, Security, and S/4 HANA implementations by sharp problem-solving skills.

Aspire to leverage this experience for the role of IT Manager/IT Head, driving strategic direction and innovation within the organization. Adept at optimizing systems to elevate efficiency and adaptability, and with a demonstrated track record of maintaining an unprecedented 99.9% system uptime, I am committed to reliability at the highest level.

Passionate about continuous learning and staying at the forefront of technology, I lead teams to excel amid complexity and thrive in the face of change. Seeking to contribute expertise in a growth-oriented environment for long-term career advancement.

Education

- **Post Graduate Diploma in Information Security** (PGDIS), IGNOU, 2011-12.
- **Master of Business Administration in Information Technology (**MBA IT), Sikkim Manipal University, 2005-07.
- **Certificate in Computing** (CIC), IGNOU, 1998-99.
- **Bachelor of Science** (B.Sc.), UTKAL University, 1992-95.

Additional Certification

- **SAP BASIS & SAP PP,** Henry Harvin Education, targeted for Global Certification by 2023.
- **Higher Diploma in Computer Technology & Network Management** (HDCNM), HARDCORE, 1997-98.
- **Honours Diploma in Software Technology & System Management** (HTM), NIIT, 1996-97.
- **Diploma in Computer Application** (DCA)**,** Maegabyte, 1992-93.

Work Experience

Sr. Manager-IT | NR Agarwal Industries Ltd, Unit-V, Sarigam, Gujarat — 01-Dec-2022 - Present

About the company

NRAIL is a paper manufacturer with SAP ECC 6.0 EHP8 and HANA DB 2.0 Servers. Implemented SAP PP for Unit-V with Barcode Technology.

Job Profile

▪ Led SAP PP implementation with barcode technology.
▪ Configured TMS and managed server background jobs.
▪ Resolved SAP system landscape issues.
▪ Managed SAP GUI configuration and troubleshooting.
▪ Designed and implemented Roles and authorization model.
▪ Developed Warehouse Wi-Fi infrastructure with ARUBA APs and Cisco CBS350 Switches.

Dy. Manager-IT | EMAMI Paper Mills Ltd, Balasore, Odisha — 01-Apr-2022 - 30-Nov-2022

About the company

EPML is a newsprint, writing printing & board manufacturing company. Led S/4 HANA implementation in Production Planning and Warehouse Management Modules.

Job Profile

▪ Contributed to S/4 HANA Production Planning implementation.

▪ Integrated existing production and Despatch processes.

▪ Implemented Warehouse Management Module.

▪ Managed barcode label generation in Production Environment.

Asst. Manager-IT | EMAMI Paper Mills Ltd, Balasore, Odisha — 01-Jul-2019 -31-Mar-2022

Job Profile

▪ Barsol Application Support: Managed Label Design, Printing, and procured Barcode Scanners and Label Printers.
▪ Analyzed SAP ECC 6.0 Server Logs for performance enhancement.
▪ Troubleshot Aruba Wi-Fi Networks for smooth Stock In and Material Dispatch.
▪ Administered Seqrite Endpoint Server, formulated user internet access policies.
▪ Implemented Biometric Attendance Systems, maintained backup for attendance and biometric data.
▪ Administered VMWare EXSi 5.5 hosts using V Sphere Clients for PM#3 ABB DCS.

Jr. Manager-IT | EMAMI Paper Mills Ltd, Balasore, Odisha — 01-Jul-2016 - 30-Jun-2019

Job Profile

▪ Managed SAP BASIS SECURITY, including SAP ID Administration and Print Queue Monitoring.
▪ Maintained HP & DELL Servers, Workstations, Desktops, and Laptops.
▪ Ensured WB Applications functioned well, performed backups, and shared reports.
▪ Led Biometric Attendance Systems, handled backup responsibilities.

• Managed IT Infrastructure & CCTV Cameras for the Balasore Unit.

Sr. Officer-IT | EMAMI Paper Mills Ltd, Balasore, Odisha   06-Oct-2014 - 30-Jun-2016
Job Profile
▪ **Led QCS & DCS connectivity, specializing in Profibus and Profinet Networking.**

▪ **Managed IT Infrastructure Development, procured Servers, Barcode Scanners, and systems.**

Team Leader | SYSNET Global Technologies Pvt Ltd, New Delhi   01-Apr-2010 - 04-Oct-2014
Job Profile
▪ Managed IT Service Desk (FMS) adhering to ITIL process.
▪ Oversaw IT Asset Management, ensured IT Security Policy compliance.
▪ Achieved SLAs, cost reduction, and maintained internal customer relationships.

Engineer Services | ONWARD e-Services Ltd, New Delhi   01-Oct-2008 - 31-Mar-2010
Job Profile
▪ Administered Windows 2K3 Server, Ms Exchange Server, Novell Netware, AS/400 up to Level 3 support.
▪ Troubleshot DELL Optiplex, IBM PCs, Cisco & D-Link switches, and Cisco Routers.
▪ Performed backups using DLT 20/40 Tape Drive and HP Storageworks Ultrium 920.

Sr. Customer Engineer | CMS Computers Limited, Pune   18-Jan-2007 - 30-Sep-2008
Job Profile
▪ Managed IT ServiceDesk Function with a team of 8 Engineers at Ballarpur Industries Ltd.

▪ Successfully closed quality calls per month, ensured spare transactions and timely escalations.

Customer Support Manager | VINAYAK Systems Pvt Ltd, New Delhi   20-Apr-2000 - 20-Nov-2006
Job Profile
▪ Managed IT Support Service functions, trained service engineers.

▪ Handled AMC/Contract Renewal, collections, and technical scrutiny of proposals.

Key Achievements
➢ Successfully implemented S/4 HANA and SAP PP modules, improving production efficiency.
➢ Optimized IT infrastructure and led successful barcode technology integration.
➢ Swiftly migrated from Fingerprint to Facial Recognition Attendance System within 3 months during the Covid-19 pandemic.
➢ Managed IT ServiceDesk with high customer satisfaction and adherence to SLAs.
➢ Received recognition as part of the BILT Ballarpur team, being awarded for Best Asset Management & Asset Tagging by the VP-IT, surpassing 22 other locations.

Skills
➢ SAP BASIS / SECURITY & S/4 HANA Implementation
➢ IT Service Delivery & Infrastructure Management
➢ IT Security & ITIL Processes
➢ Network Configuration & Troubleshooting
➢ Project Management & Team Leadership

Projects Handled
1. SAP PP Rollover Implementation in SAP ERP 6.0 | Company: NR AGARWAL INDUSTRIES LTD, SARIGAM
Project Partner: VRATATECH, MUMBAI |Duration: December 2022 - April 2023
2. S/4 HANA Implementation - SAP PP & SAP WM Modules |Company: EMAMI PAPER MILLS LTD, BALASORE
Project Partner: PWC, KOLKATA |Duration: December 2021 - June 2022
3. IT Network Setup with Cisco, Aruba & TE products for Board Mill |Company: EMAMI PAPER MILLS LTD, BALASORE
Project Partner: Wizertech Informatics, KOLKATA | Duration: April 2015 - December 2015
4. LAN Expansion & VLAN Configuration in CISCO L2 Switches |Company: BALLARPUR INDUSTRIES LTD, BALLAPUR
Project Partner: NT Solution | Duration: April 2008 - December 2008
5. SCO Unix Server Installation & Backup Implementation |Company: Food Corporation of India, C.P, New Delhi
Project Partner: VINAYAK Systems Pvt Ltd | Duration: April 2006 - May 2006
6. Hardware & Software Setup with Novell Netware 4.11 Server Connectivity |Client: Taurus CSD Canteen,New Delhi-10
Project Partner : Datamation Consultants Pvt Ltd |Duration: August 2004 - July 2005
7.Novell Netware 3.12 with Diskless Terminal Setup for Air Force Canteen |Client: Cameron Air Force Canteen, Sec-34, Noida
Project Partner: M/S Datamation Consultants Pvt Ltd | Duration: July 2002 - June 2003

Proficiency
❖ Well-versed in ISO 27001, PCI-DSS, HIPAA, SOX regulations.
❖ Conducted BCP/DR tests, maintained documentation.
❖ Implemented information security & compliance processes and controls.
❖ Evaluated technology products/services commercially.
❖ Lingual Fluency in Hindi, English and Odia.

References
1. Mr. S. Chakraborty, AVP-Tech., Phone: 9438567647, Email: schakraborty@emamipaper.com
2. Mr. Jaydev Dhal, Sr. Manager-Marketing, Phone: 9900238351, Email: jaydev.dhal@boudhdistillery.com