XXXX Sehgal

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# Career Summary –

Accomplished and result oriented Senior Operations and Management Executive with 19+ years of insightful experience in defining IT/ Cloud adoption & transition roadmap, Solution Design & Architecture, steering Global IT operations including Remote Infrastructure services, NOC, Services Desk, Data Center operations, steering Information security & compliance initiatives, Budgeting, Program & Stakeholder management.

Technical Acumen on latest IT Infrastructure Technologies including-

* Solution design & architecting landscape using private, public and hybrid cloud computing solutions including Cloud Design, Business Impact, Governance model. Expertise in High-Availability and Disaster Recovery, Fault Tolerance, Automation, Scalability, Database, Storage, Security, IT Infrastructure and Virtualization.
* Network design & impl of LAN/WAN (traditional/cloud/hybrid environment), VPN solution
* Exceptional knowledge on the infrastructure, application/service level monitoring & delivering multi-vendor integrated monitoring solutions.

Extensive Knowledge of IT infrastructure standards/frameworks namely ITIL, PMP and TOGAF.

###### Education

## Academics

B.E. Computer Science from XXXXXX (1995)

**Professional**

* AWS Certified Solutions Architect – Professional- February, 2017
* AWS Certified SysOps Administrator - Associate- January 2017
* AWS Certified Developer – Associate- January 2017
* [Advanced Architecting on AWS](https://aws.amazon.com/training/course-descriptions/advanced-architecting/) workshop- September 2016
* AWS Certified Solutions Architect – Associate, June 2016
* TOGAF 9, April 2016
* HIPAA Masters, May 2015
* Project Management Professional (PMP), November 2007, renewed in 2012.
* ITIL certification: Foundation Certificate in IT Service Management, March 2007
* Cisco Secure PIX Firewall Advanced (CSPFA) November 2004
* Cisco Certified Network Associate (CCNA) September 2001
* Microsoft Certified Professional (MCP) December 2001

\* Installing, Configuring & Administering Windows 2000 Server & Professional

###### Tools & Technologies:

* Monitoring: SolarWinds, OpenView, Sitescope, Zenoss, Nagios, New Relic etc
* Load balancers: Cisco ACE, F5, Radware, Fortinet, NGNIX, Alteon, ELB, Zues
* Firewall: Cisco PIX, ASA, Juniper SRX, WAF, NACL’s, Security groups etc
* Switching & Routing: Cisco, Juniper, Fortinet, Extreme, VPC etc
* UTM: Sonicwall, Sophos etc
* Logging: Splunk, CloudWatch etc

# Career History –

1. **Company Name: XXXXe Technology Pvt Ltd.**

Title: Director – IT

Time Period: May 2014 – Feb 2016

Associated for over 1.8 years with hCentive, a cloud-based healthcare technology solution provider helping consumers & businesses connect, communicate and engage with health plans

Responsible for developing IT roadmap / strategy, service delivery and driving operational objectives (as below) of the group with a team of 30, including 5 manager-level direct reportees, reporting into VP- IT.

* Design & implementation of numerous projects leveraging tools like Cloud Formation, Elastic Beanstalk, Opswork (Chef), Jenkins etc. Highlight of few projects-
* Re-architecture of existing presence in AWS- steered automation of infrastructure provisioning & management, consolidated billing etc. Resulted in improvements on performance, fault tolerance, cost savings/ visibility & security.
* Multiple new AWS environments setup & integration per customer requirements.
* Worked with exec management to establish & subsequently implement BCP using AWS in conformance to SLA’s (RPO/RTO). Leveraged Pilot Light DR strategy.
* Network design & implementation of

Multiple new sites with existing IT infrastructure & AWS cloud.

VPN (site to site), remote vpn solutions for remote employees.

* Established corporate monitoring strategy, setting up in-house Remote Infrastructure Group (NOC) working on 24x7x36 basis & transition of NOC services from external vendor.
* SSO integration of various third applications with corporate identity store.
* Successful transition from Google Apps to Microsoft Office 365 platform.
* Rollout of Service Desk.
* Steered organization security initiatives in achieving compliance towards SOC II, ISO, HIPAA, PCI and MARS-E.
* Setup of alliances with OEM’s, partners to preferential pricing, services etc.

1. **Company Name: KXXXXXia Private Limited**

Title: Director - IT

Time Period: June 2005 – April 2014

Career Growth

(Apr 2010 - Apr 2014) Director - IT | (Apr 2008 - Mar 2010) Senior Manager – Operations |

(Jun 2005 - Mar 2008) Manager

Associated for almost 9 years with one of the world’s largest learning, education and compliance solution company. Delivered leadership in achieving strategic & operational objectives with a team of 50 including 4 Manager-level direct reportees and reporting into CEO.

* Key member of core team to establish cloud adaption & transition roadmap. Lead a virtual team of SME’s, external vendors and architects where appropriate to define fit for purpose solution architectures including integration with existing management and monitoring systems. Highlight of few key projects-
  + Migration of application suites running in traditional environments to AWS.
  + Multiple new AWS environments setup & integration per BU requirements.
  + Leverage AWS storage options for Backup & Archival purposes
* Worked with exec management to develop & execute vision/strategy for the Kaplan IT support model, delivering changes through global diversification, reduction in staffing costs, increased automation and process simplification. Established NOC/SOC services group operating 24x7x365. Started services with one BU ($600M) & upon successful continuous delivery extended services across the enterprise replacing external vendor.
* Network design & implementation-
  + Multi-vendor integrated data center solutions.
  + New site setup & integration with corporate frame.
* Implementation of corporate security policies, response to RFPs and achieved financial targets (IT capex & opex).
* Grew team size from 6 to 50 in 12 months. Mentored members for key positions, developed succession plan and ensured career development.
* Achieved measurable improvements across data quality, tooling & automation, process standardization, documentation, training, work transition and resource modeling.

1. **Company Name: TrXXXXss Management P. Ltd**

Title: Network Manager

Time Period: March 2005 – June 2005

Worked for about 4 months with Trinity Business Process Management, engaged in offering cost-reducing, high quality offshore processing services to the Mortgage Banking industry.

Handled the responsibility of managing Data centre in Gurgaon and network operations across 3 locations including 2 sites in Gurgaon, India and one site in USA.

1. **Company Name: EmXXXXftware Services Pvt. Ltd.**

Title: Assistant Manager

Time Period: August 2002 – February 2005

eMind Software Services Pvt. Ltd. was the offshore development center of eMind LLC, US based company, engaged in providing compliance related management solutions and e-learning content to the US financial services industry.

* Managed **o**perations of IT Infrastructure including Data Centers, data & communications networks, servers, desktops, peripherals and applications.
* Implemented backup & DR procedures in adherence to corporate practices.
* Ensured compliance with the contractual obligations, licenses and warranties as well as corporate security policies.
* Liaised with various teams (production, product management, development, customer support and quality assurance). Worked with the legal team on preparing clients’ pre-sales proposals and RFPs.
* Executed multiple projects including Data Center Re-architecture and Data Center Security Audit.
* Built team, mentored team, enhanced team performance & productivity; enabled employee retention.

**PREVIOUS ASSIGNMENTS**

**Jan’ 2002 – July’ 2002: XXX Infinet Ltd., XXX as Engineer-VPN Support**

**Jan’ 1999 – Dec’ 2001: XX Informatics as System Administrator**

### Aug’ 1996 – Dec’ 1998: ZZXX Computers, XXX as System Administrator