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| C:\Users\Prashant\Desktop\pp.jpg  **Prashant Dhage**  **IT Infrastructure | IT Operations | Service Delivery Management**  **Location Preference: Maharashtra, India**  [pgdhage@rediffmail.com](mailto:pgdhage@rediffmail.com)  +91-9923400161 | | |
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| core24x24icons Key Skills |  | knowledge24x24icons Profile Summary |
| |  | | --- | | IT Infrastructure Management (EUS) | |  | |  | | Service Delivery Management    Project/Program Management | |  | | Process Transition    Vendor Management | |  | | Business Analytics    Change Management    Stakeholder Management    Service Desk Management    Risk Management & Mitigation | |  | | Process Excellence | |  | | Team Management & Leadership | |  | | * Result-oriented professional with **over 20+ years** of experience across IT Infrastructure Management, End User Services, Manage Services, Service Delivery & related 24 x 7 operations. * Led a team of Technical Specialists for various technologies and platforms like OS Image lifecycle management, global software distribution, application packaging, patch management, security management, Asset Management, application software/hardware licensing & certification, Cloud Storage (Hitachi) * Managed and rendered Global L2/L3 IT support for IT infrastructure through a L2/L3 Technical Support Team * Directed the management of help desk management tool to control SLA; delivered information security training to all employees, contractors, alliances, and other third parties * Established healthy relations with internal & external stakeholders to provide support for various issues; kept a close track of developments and updated top management about the same * Developed IT Infrastructure at the enterprise scale involving selecting appropriate technology and products, negotiating with vendors, finalizing SLAs, outsourcing tasks and ensuring timely execution * Effectuated the development of IT solutions, supported end users and motivated technical staff to achieve objectives * **Turned around IT organization** for improved effectiveness, using IT as business tool to conceptualize and deliver innovative solutions * Successful track record of **leading and managing large technology organizations,** innovations, operational excellence initiatives, technology and organizational transformation * A team leader with excellent communication, problem-solving and analytical skills; proven expertise in relating to all management levels |
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| softskills24x24icons Soft Skills      Communicator Innovator  Thinker  Collaborator Intuitive  career24x24icons Personal Details  **Date of Birth:** 6th August 1976  **Languages Known:** English, Hindi & Marathi  **Address:** Flat No. 3, G-Block, Ganga Terrace Society, Pingale Vasti, Mundhwa road, Pune-411036 |  | career24x24icons Career Timeline (Recent 3 Associations)  **Tieto Software Technologies Ltd., Pune as IT Service/Operations Manager (India)**  **Atlas Copco (I) Ltd., GECIA, Pune as Sr. System Administrator**  **MAERSK Global Service Center, Pune as Sr. IT Officer**   |  |  |  | | --- | --- | --- | |  |  |  | | **Aug’06 – Apr’08** | **Jun’08 – Dec’09** | **Dec’09 – May’17** | |  |  |  | |
|  | edu24x24iconsEducation   * MBA (Operations) from N.I.B.M., Chennai in 2008 * B.E. (Computer Science Engineering) from Dnyaneshwar Vidyapeeth, Pune in 2001 |
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| exp24x24iconsWork Experience  **Dec’09 – May’17 with Tieto Software Technologies Ltd., Pune as IT Service/Operations Manager (India)**  **Key Result Areas:**   * Directed incident, Major incident, problem and change management according to ITIL V3 Framework for all global service delivery * Administered the planning for backup/disaster recovery and business continuity for future purpose * Steered process improvement & design initiatives for better service quality and delivery ITSM * Recorded the successful transition of services and achieved high customer satisfaction results * Collaborated with stakeholders to define business and systems requirements for new technology implementation * Provided technological direction; proposed budgets for programs and projects, purchases and upgrades * Reviewed and analysed the effectiveness and efficiency of existing systems and developed strategies for improving or further leveraging these systems * Assessed the emerging technologies; identified hardware, software, and other resources necessary to accomplish the unit tasks * Analysed project management requirements, evaluated project plans, identified & managed risks and steered roll-outs of projects & programs   **Highlights:**   * Spearheaded the global delivery of outsourced and EUS managed IT services to customer in an agreed Remote IT Infrastructure Management contract (24x7) * Managed and resolved escalations from customer and third party service providers; directed supplier management for agreed and services * Organized and managed the service delivery meeting with customer for monthly statistics of the SLA   **Jun’08 – Dec’09 with MAERSK Global Service Center, Pune as Sr. IT Officer**  **Highlights:**   * Ensured country-wise development and compliance with SLAs to ensure smooth operational flow * Delivered training to new employees and managed documentations; drafted work instructions, technical documents * Managed the recruitment of technical people for new upcoming projects; contributed as a member of Business Continuity Planning (BCP) and Process Management Team * Spearheaded the development, migration and modification of routine process in Remedy-7/8, ServiceNow * Monitored and ensured compliance with the organization’s information security policies and procedures   **Aug’06 – Apr’08 with Atlas Copco (I) Ltd., GECIA, Pune as Sr. System Administrator**  **Highlights:**   * Directed the management of Win2003 Active Directory, Lotus Notes, Domino Servers and Veritas Backup * Successfully enhanced and documented the information security policies and procedures for effective decisions * Managed and mentored L1, L2 & L3 Technical Support Team for Global Centre Technical Support * Supervised and ensured compliance with the organization’s information security policies and procedures among employees, contractors, alliances, and other third parties * Administered internal control systems to ensure maintenance of appropriate information access levels and clearances * Effectuated information security risk assessments and acted as Internal Auditor for information security processes * Developed the organization’s disaster recovery and business continuity plans for information systems * Contributed as internal Information Security Consultant and monitored technology enhancements * Coordinated with various hardware / software vendors, regarding new purchasing or solving issues * Evaluated system-related information security plans throughout the organization network   Previous Experience  **Jul’05 – Aug’06 with Mahindra Engineering Design & Development Co. Ltd., Pune as System Administrator**  **Jun’03 – Jul’05 with Symbiosis Institute of International Business, Pune**  Joined as System Administrator, last designated as **Consultant (External)**  **Jan’95 – May’03 with M.C.S. Software Solutions Ltd., Pune**  Joined as System Engineer, last designated as **System Administrator**  exp24x24icons Projects Undertaken   * SCCM – Complete IT Infrastructure Service Transition, Migration from SMS2003 * New Data Center, IT Infrastructure Building and Implementation for Mahindra Engineering Design & Development Global Center * CAD - Global Design Service Center Complete IT Infrastructure Shifting & Renovation – Atlas Copco, Pune   Trainings & Workshops   * ITIL Foundation V3 * Effectively Using Microsoft Project for Project Success * Business Etiquettes * Accent Neutralization & Effective Communication * High Impact Business Presentation Skills * Global Leadership * System Centre Configuration Management 2012 * Asure & AWS Configuration and Administration     Certifications   * ITIL V3 Foundation Certified * MCTS – Microsoft System Center Configuration Manager (SCCM2007) * CCNA – Certification Course * MCSE   IT Skills   * **Operating Systems:** Microsoft Windows Servers and Workstation, Red Hat Linux, Ubuntu Servers, HP-UX, Mac * **Hardware:** HP/Dell/IBM/Compaq/Acer/CISCO/Intel Servers. HP HPC (Linux based Cluster), SCSI, RAIDs, Storage Arrey, HP Backup Library, CISCO Router, Switches * **Application & Tools:** MS-Project, SCCM2012, SCCM2007, SMS2003, Remedy 7/8, ServiceNow, Office 365, IBM SmartTeam, Compaq (HP) ,Insite Manager, VNC, Dameware, Ideal Administration, Dell RAID Management, Veritas Backup Exec, Checkpoint Security & Symantec VPN Client, Workday * **Protocols & Services:** TCP/IP, IPX/SPX, NW-Link, DLC, DNS, WINS, DHCP, VPN, FTP, SMTP, POP, IMAP, NAT * **Languages:**  C, C++, Foxpro, SQL Script, Developer2K, Basic VB Script * **Database & Middleware** MySQL, Oracle, MS SQL, VmWare, Hyper-V * **Internet & Email:** IIS Server, Tomcat, ERP System, CC Mail, Lotus Notes, IBM Domino Server, M-Daemon Mail Server, Proxy Server, Exchange Server, MS Outlook | | | |
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