

Amol Vatkari

CAREER SYNOPSIS

An experienced professional with real world hands on experience in planning, deployment, management of I.T infrastructure, operations and service delivery in the global corporate I.T environment.

CORE CAPABILITIES

Leading the I.T function in a multi-location organization where 24x7 high availability systems are the core business need. Day-to-day, business as usual (BAU) running of the I.T and Cloud infrastructure. To serve as a Technology single point of contact (SPOC) with KPIs and performance review.

Responsible for all Information Technology Infrastructure Library (ITIL) processes (capacity, change, problem, incident management) ITSM and ICT management.

Assist departmental heads and top management in making strategic I.T related decisions. Aiming to reduce TCO with a view to enhance revenue, operational efficiency and ensure compliance.

Plan, review and ensure upgradation of I.T services, system security. Software & Hardware upgrades in line with the I.T roadmap for the company.

Vendor management (SLA's / AMC's). Planning / implementation of I.T Budget. IT asset management, software & license compliances. Prepare detailed Request for Proposal (RFP) for new project requirements, covering Scope of work, vendor-qualifying criteria, technical specifications, BOQ, Project schedule etc.

Developing and implementation of a Technology plan, with risk contingencies to enable business continuity planning (BCP), disaster recovery (DR) and I.T Governance.

Initiation of new I.T projects, organize the I.T department, set targets, plan and estimate resources, monitor and report progress / performance and ensure compliance with required standards and business processes.

Safeguard internet / intellectual property and organizational data with encryption and privacy to maintain highest confidentiality. Develop, lead, monitor the IT helpdesk / Service Desk team for support at all levels.

PROFESSIONAL EXPERIENCE

(10) Blenheim Chalcot IT Services India Private Limited

Designation: Lead, Systems
Job Summary: (May 2024 to November 2024)

(9) Buro Happold India Private Limited

Designation: Global I.T Operations Delivery and Compliance Manager (*Asia Pacific, India and Middle East*)

Job Summary: (November 2021 to September 2022), reporting to Global Director of I.T)

- Manage the regional AIME (Asia, India, Middle East) Team supporting 350 users
- Manage our Global IT Operations team, responsible for providing 2nd line ERP application support and managing tickets escalated from the Helpdesk.
- Oversee our Security Operations Team. Who are responsible for managing and responding to Information Security Alerts generated by our Enterprise monitoring systems (Varonis, MS Cloud App Security, etc) and identifying efficiencies and automations that can be made in this space.
- Perform Quarterly IT audits of key processes and provide the summary report to Global IT director.
- Conduct regular meetings with leads/teams within the business to track the issues and action appropriately. Liaise with Delivery teams.
- Work with product team leads based in other offices ensuring your team deliver their requirements.
- Maintain communication with stakeholders to ensure smooth business operations
- Drive the staffing process to ensure appropriate placement of qualified individuals for the relevant roles
- Manage delivery of BAU items of work within the teams along with reporting and governance activities to ensure consistency in our IT service.
- Will be accountable for reporting any Major IT issues to the Leadership occurring in the AIME time zone(s).
- Prioritising and distributing workload against the business needs and in line with SLA's
- Produce KPI's as defined by the Leadership team & propose improvements as required.
- Deliver continuous improvement to our service to consistently provide improvements to service levels and the customer experience.
- Develop and implement process, procedures and frameworks.
- Ensure SLA's and KPI's are met along with ensuring processes and procedures for monitoring performance are in place and adhered to.
- Perform POR and Root cause analysis of critical tickets to derive Automation's and proactive support measures from tickets and P1 RCA's.
- Co-ordinate with cross-global delivery teams for planning and supporting Critical Incidents, Release management support, Problem Management, Change management etc
- Responsible for Resource management, Risk management, Audits and Budget in the AIME region
- Provide Service, updates in monthly Townhall, Leadership meeting and Weekly

roundtable.

- Proficient in building productive team by recognizing and developing team members' strengths and aligning to capability needs.

(8) Excis Compliance India Pvt Ltd

Designation: Global I.T Service Delivery Manager

Job Summary: *(July 2021 till October 2021), reporting to Head of Global Service Delivery)*

- SLA & Ticket management
- Effectively deliver/manage staff management including
- Recruitment, mentoring, training, target setting and performance assessment
- Manage and maintain forecast and budgets for your clients
- Stakeholder relationship management
- Own the Incident, Request, Change and Escalation
- Processes governance, ensuring high levels of performance in those processes
- Monitor, control and support I.T service delivery, ensuring systems, methodologies and procedures are in place and followed
- Cost management and identification of possible cost
- Savings opportunities, Y.O.Y
- Manage communication between the engineers and client as well as the engineers and Excis
- Conduct quarterly operational reviews with internal and external teams
- Make recommendations for service improvement plans and ensure actions are followed through, to completion in a timely manner

(7)Panalpina - Global Business Services, Mumbai

(a shared global business service center, part of DSV Panalpina Group – Basel, Switzerland)

Designation: I.T Manager

Job Summary: *(January 2018 to February 2020), reporting to APAC - R.HoIT)*

- Accountable for the operational management and service delivery of entire local I.T Infrastructure. Role involves engaging with Country, Regional and Global I.T functions in accordance with the Corporate I.T manual.
- Support incident management (BMC service desk remedy, cherwell), Thin client virtualization (Citrix XenApp, Dell Wyse, HPDM), shared service center management, vendor management, systems maintenance and governance, Active Directory user creation, mailbox management, MPLS WAN links, VPN, BYOD, CCTV, VOIP devices, Biometric ID card, Office 365 administration, SharePoint and project management.
- Administration of Cisco Unified Communications platform and devices.
- Responsible for site expansion, relocation, integration, downsizing, closure in a merger or acquisition situation.
- Responsible for the ordering, acquisition, inventorying, and disposition of hardware and software. Also reporting, budgeting, business planning and cost control.

- Ensure that accurate and centralized record of all IT equipment and related maintenance agreements is maintained.
- Responsible for local server administration, backup and recovery
- Business Continuity Planning – governance, planning, testing, implementation and compliance.
- New employee & End user Training and onboarding
- Partner with internal business departments to identify I.T solutions for business needs.
- Manage productivity and improve delivery continuously, drive and support continuous improvement projects

(6) Towers Watson Insurance Brokers India Private Limited
(formerly known as Metis Insurance Brokers India Private Limited)

Designation: Manager I.T

Job Description: *(April 2004 to August, 2017), reporting to C.E.O*

- Solely responsible for the I.T infrastructure *(before day 1)* at Head office in Mumbai and Bangalore
- Implemented - the entire I.T infrastructure from ground up as per the business requirements & set up a future and current I.T lifecycle roadmap
- Planning, execution & management – Budgets, Server room setup / servers / endpoint / telephone system. Rolled out a complete 64bit computing architecture (clients & servers)
- Setup - email architecture (with alternate failover route, spam control, filters)
- Implementation & support - Accounting / finance system, central Antivirus, document scanning, Application / software, Intranet, Service desk team (IT helpdesk).
- Integrated employee ID card access & attendance system
- Implement - VOIP and I.P based high definition video conferencing
- Planning, implementation & management - IP CCTV
- Setup - WAN / VPN connectivity across offices
- Inter + Intra office landline system (EPBAX free)
- Implemented eFax / ADF + Duplex network printers / scanners, projectors
- Resilient / real-time / online + offline data backups of all systems (client / servers)
- Implementation & support - Firewall and IDS at the gateway level along with security policies and reports
- Manage & support - branch offices and remote users
- Developed and maintained – domains, website, hosting, URLs of the company
- Vendor management (contracts / SLA's / AMC's)
- Technology transition & integration with global corporate I.T, after merger & acquisition with “Willis” to become “Willis Towers Watson”

(5) UnitedHealthcare India *(August 2001 to March 2004), reporting to C.E.O*
(formerly known as Sedgwick Parekh Health Management Private Limited)

Designation – Manager - Information Technology

Job Description – To provide comprehensive I.T and e-operational support (Hardware / Software) and to ensure high uptime of all Technology and telecom related issues locally and to country wide offices. LAN/ WAN system support. Liaison with vendors. Maintenance of EPABX/ IVR / Call Center telephone system. Implemented a revamp of all systems. Managing and maintaining internet Web/ Email / database servers and call center applications. Scheduling backups across the office including servers, workstations, and laptops. Traveled frequently to all country wide offices to evaluate office systems periodically (hardware/ software / telecom). Supervising a team of tech support engineers nationally, that involves maintenance and support of 200+ systems/ software and peripherals locally and countywide offices. This includes live internet Servers, messaging systems, high speed DSL/ Wireless (RF) links, routers, switches and leased lines (WAN). Training internal team members and staff. Communicating and negotiating quotations/ RFP's, contracts with vendors for various services (software licenses, SLA's / AMC's). Project implementation of E-CRM solution.

Job summary: -

- Installation, Maintenance & troubleshooting - of servers (Hardware & O.S.)
- Managing - corporate email accounts and network logins (Win ADS)
- Ensuring maximum uptime for all I.T systems, asset allocation and inventory maintenance
- Management and maintenance - of the call center setup
- Verifying & checking the Integrity - of Daily backups of all systems
- Co-ordination with various Service Providers for Internet & telecom requirements
- Maintenance - of LAN and WAN setup and sorting network performance issues.
- Maintenance - of software & services for the entire organization
- Manage a team of tech support engineers for branches (IT helpdesk)
- Interfacing with the development team and running UAT prior to incorporating any software / application in the live production environment.
- End user training & documentation
- Maintenance of EPABX/ IVR systems
- Managing Firewall – configuration, performance tuning, policies, reports & ensuring its uptime.
- Liaison with vendors. Implementing contracts & maintenance for all locations. Managing contracts / AMC's. Seeking competitive quotations (RFP's) evaluations & testing their products / services. Executing purchase orders / payments
- Creating & maintaining up-to-date & comprehensive user manuals & software guides.

(4) ACS- Apt Computer Systems Ltd (UK)

Designation - Webmaster/ Technical Consultant (From 1st Dec 2000 to May 2001)

(3) **Genesis Technologie / World Wide Web Institute (3WI)** (*associated with Geneva, Switzerland HQ*) - *Designation* - Systems / Network Administrator (1st October 1999 to November 2000)

(2) **Austin InfoTech Pvt Ltd.**

Designation - Systems/ Network Administrator (August 1998 to August 1999)

(1) **Direct Link**

Designation - Systems Administrator (10th Dec 1997 to June 1998)

QUALIFICATION

Professional Qualification - WEBMASTER Certification from World Wide Web Institute (3WI) - (*Geneva, Switzerland – 1999, via local center*)

Academic Qualification - Bachelor of Commerce -- (1999)

Personal Details

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