

PROFESSIONAL SUMMARY

Senior IT Infrastructure & Service Delivery Manager

Experienced leader with strong background in guiding teams, managing complex projects, and achieving strategic objectives. Excels in developing efficient processes, ensuring high standards, and aligning efforts with organizational goals. Known for collaborative approach and commitment to excellence.

SKILLS

Infrastructure reliability planning	Monitoring strategy development
Team Leadership & Mentoring	Operational efficiency enhancement
Service delivery oversight	Project improvement and execution
Crisis response coordination	Reporting accuracy
Review process management	Consistent service optimization
ITIL framework expertise	Collaborative team development
Performance improvement in sizable environments	Technical recruitment and onboarding

WORK HISTORY

Officer / Manager • State Street Bank and Trust Company

Mumbai • January 2024 to June 2025

- Led IT infrastructure and asset lifecycle management projects from start to finish, enhancing resource use.
- Coordinated with global partners to optimize and strategize future IT deployments.
- Ensured prompt and effective resolution of high-priority IT service challenges and product-related problems.
- Enhanced overall compliance rates by consistently managing Operational and Service-Level Agreements.
- Directed financial operations in IT service delivery, achieving cost efficiencies through optimized budgets.
- Created detailed project plans with phased execution strategies for asset migrations.
- Enhanced audit readiness by implementing systems for centralized tracking.
- Coordinated necessary approval processes while providing oversight and support for Application Operations.
- Earned Bravo Award 16 times for outstanding project leadership and operational efficiency.
- Spearheaded Citrix VDI and DaaS implementation projects, receiving commendation from senior management for effective virtual desktop solutions.
- Oversaw complex migration of data center, achieving flawless transition without service disruption.
- Executed strategic migration plan for 'Project Cricket', achieving seamless integration of 5000+ users over 1.5 years.
- Digitized and implemented stringent controls to cut asset reconciliation time by 30%.
- Boosted SLA adherence through structured governance frameworks.

Deputy Manager (Previously Assistant Manager / Sr. Associate) • Atos-Syntel

Mumbai • February 2013 to December 2023

- Coordinated large-scale infrastructure initiatives, managing complex transitions for more than 5000 users.

- Worked with international teams to establish precise project goals and deliverables.
- Implemented proactive strategies to minimize scope creep and enhance project timelines.
- Delivered regular, comprehensive status updates to senior management and clients.
- Streamlined project documentation and governance, driving continuous improvement.
- Implemented innovative management strategies to boost team productivity.
- Pinpointed critical improvement areas in IT department, executing strategic plans to optimize resource use.
- Enhanced client satisfaction by 10% by proactively addressing concerns with strategic initiatives.
- Partnered with various departments to drive organizational success.
- Executed Windows migration initiatives, ensuring operational continuity throughout the process.

Senior Associate • *PCS Technology*

Pune, India • December 2009 to December 2012

- Supervised ticket resolution to maintain SLA compliance within ITIL framework.
- Optimized problem-solving approaches for international vendors and service leaders.
- Performed daily analyses to evaluate service desk effectiveness and ticket processing.
- Monitored and controlled IT asset modifications.

System Administrator • *Gangar Eyenation*

Mumbai, India • March 2008 to November 2009

- Executed system administration tasks for upwards of 100 Windows 2003/XP desktops within enterprise headquarters.
- Troubleshoot network issues, including connectivity, viruses, and data recovery.
- Configured Fortigate VPN to ensure secure access for remote sites and users.
- Configured and installed local and network printers to enhance printing operations.
- Implemented Symantec Endpoint Antivirus through a central console to enhance workstation security.

EDUCATION

Master of Business Administration (MBA) - Information Systems • *Sikkim Manipal University of Distance Education (SMUDE)*

Pune • 05/2017

Bachelor of Commerce • *Sikkim Manipal University*

Pune • 03/2015

Diploma in Network And System Administration • *CMS Computer Institute*

Mumbai • 01/2009

CERTIFICATIONS & TRAININGS

- ITIL Foundation - Exin
- Cybersecurity For Business - Fundamental (EC-Council)
- Generative AI Leader - Google Cloud
- 2025 CISSP Mentor Program -FRSecure
- Project Management Fundamental - IBM SkillBuild
- Agile Scrum Master - Simplilearn | SkillUP
- Agile Project Management Certification - Alison CPD
- AWS Cloud Essential for Business leaders - AWS
- AWS Cloud Practitioner Essential - AWS