

**SHAMMI DARGAN**

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**HEAD IT INFRASTRUCTURE/ LEAD ARCHITECT INFRA/HEAD DC/ SENIOR  
DELIVERY MANAGER**

TOGAF 9 Certified Solution Architect and versatile Senior Delivery Manager with over 28 years of comprehensive experience as leader in designing implementing and managing enterprise IT infrastructure, datacenter, public Cloud (AWS & Azure), capacity management, application and Server Consolidation. leader with expertise in transforming, migrating, designing and deploying enterprise systems infrastructure for major global organizations. Monitor and manage large-scale IT projects involving datacenter and infrastructures from initial planning and development to implementation and enhancements. Strong business acumen and operational understanding; ensure all technical strategies and activities align with corporate goals.

**ACHIEVEMENTS:**

- ⇒ Managed service delivery and operations for multiple projects with more than 150+ members for multiple clients including shared services
- ⇒ Supported sales of infrastructure services and consulting (DC & Cloud) yearly average \$20M+
- ⇒ Negotiated and established contractual and non-contractual meaningful SLA's and KPI's with IS suppliers, supported creation of IS service dashboard for management, improvement in service levels and cost savings. Successful conflict management among internal and external stakeholders.
- ⇒ Strategically driven DC & Cloud COE by establishing relationships with major DC & Cloud service providers and instituted fully-equipped lab for IP's, existing products, new product development and POC for Application centers.
- ⇒ Architected cloud strategies that support transformation and the creation of hybrid Enterprise IT and Cloud Native environments
- ⇒ Architected and implemented Solution for consolidation and migration of Multiple SAP Landscapes (4M SAPS) to Utility (IAAS) Infrastructure providing better SLA and lower TCO. The Design includes hosting of Core SAP R/3 , SRM and CRM with secure DMZ .The Infrastructure design is based on use of Virtualization with Active-Active DC to provide highly available, scalable and adaptive compute, storage and network.
- ⇒ Managed end to end projects (From Design phase to Implementation) for Consolidation of SAP, non-SAP Mission Critical Application, file and print services providing major improvements in Availability and scalability with lower TCO. The new design also enabled and helped provide better RTO and RPO for Applications that required BCP.
- ⇒ Designed and deployed Storage SRM service using SANscreen to help manage the Storage as Utility/service to CSC Clients in UK (aprox 20000 ports and 10 PB). The project later extended to EMEA and US region. It enabled CSC to efficiently provide Storage as service/managed service to CSC Client and resulted in major cost savings and improvement in efficiency.

- ⇒ Lead Architecture Induction, QA, Process and quality audit for India Architecture team, formulated process and template for audit to help proactively track performance and improve quality of deliverables.
- ⇒ As Head of IT Infra helped improve the IT Process that are aligned to standard ITIL framework, designed and implemented a more secure, scalable and reliable IT Infrastructure for all Business-Critical Application along with DR for ERP and Messaging platform. New Initiatives in the IT Process and Core IT Infrastructure led to major improvements in terms of availability of information for senior management and overall cost savings.

## **WORK EXPERIENCE:**

### **Bombardier Transportation (Jan 2016—till date)**

- ⇒ Spearheading and driving Strategic IS service providers, ensuring timely and quality delivery of IT Infrastructure services to business while refining and monitoring SLA / KPI and managing IS Supplier dashboard efficiently.
- ⇒ Oversee the development of supplier performance score card for rating the suppliers based on delivery & quality of defined scope, SLA / KPI for IT services and projects.
- ⇒ Analyzing business processes across the company and providing analysis on specific performance parameters to build and develop a formal supplier management framework tailored to the wider organization.
- ⇒ Contributing to Global IS Financial Management by forecasting, monitoring annual IS services budget of approx. 40M € and controlling the local spend of IS Hub India.
- ⇒ Validating and Approving the invoices of Global IS Suppliers and IS Hub India, conducting periodic financial review with Finance Controller.
- ⇒ Providing stakeholders' reports on supplier performance, financials and quality forecasts to enable them to formulate accurate business strategies moving forward.

### **NIIT TECHNOLOGIES (April 2014---Jan 2016)**

- ⇒ Lead DC and Cloud COE by creating service offering for DC services and efficiently steering cloud, work with Sales and Presales team for GTM.
- ⇒ Conceptualized robust and standard methodologies and processes for DC consolidation and migration.
- ⇒ Conducted research on emerging technologies in support of systems development efforts, and recommended technologies that increased cost effectiveness and system flexibility.
- ⇒ Developed and executed test plans to check infrastructure and systems technical performance and enforce a policy for standardizing systems and software as necessary.
- ⇒ Played a crucial role in strategizing and migrating methodologies for DC Transformation to Public Cloud while, facilitating migrations of DC and on-premise business apps to public cloud (AWS & Azure).

### **ITC Infotech, Bangalore (June 2013—April 2014)**

As GM Managed Services (Sr. SDM) managing Multiple Global clients mix of dedicated and Shared Infrastructure Services with Multiple SDM's and Program Managers as Direct Reports (total team size 150 plus). Responsible for delivery of services P&L, customer relationship management and new business opportunities in IT Infra domain.

- ⇒ Assumed responsibilities of a General Manager - Managed Services, spearheading multiple clients globally with mix of Shared & dedicated Infrastructure Services teams including Service Delivery Managers and Program Managers as direct reports (team size 150+).
- ⇒ Owner of the Incident, Request, Change and Escalation processes, ensuring high levels of performance in these processes, accurate reporting and establishing service improvement activities when required.
- ⇒ Strategically managed Service Level Agreement and oversaw Service Reviews with Team and Customers while periodically monitoring Performance Metrics and Project Status.
- ⇒ Formulated and executed Standard Operating procedures for installation and maintenance with the support of Service Delivery Managers and Team Leads.
- ⇒ Supported Design and development of comprehensive metrics tracking system to monitor service delivery performance, customer metrics, and LOB metrics while facilitating senior management reporting.
- ⇒ Championed Service and Support in projects and developing a strong understanding of projects impacting the service area, assuring service impact is minimized.
- ⇒ Played an integral role in managing company's P&L while conducting monthly GOM review with Business Head.

### **CSC India Pvt. Ltd., Noida (Sept. 2007—June 2013):**

As Sr. Solution Architect and Consultant in Global Infrastructure Services Division, primarily responsible for designing solution in the Enterprise Segment for its Global Clients. Managing team of Architects and heading capability groups within India Architecture team

- ⇒ Acted as visionary and strategist for solution area by consistently designing and implementing infrastructure solutions for Enterprise class Applications.
- ⇒ Commanded Storage and Backup Architecture capability group in India while steering storage operation group and implementing large storage transformation projects.
- ⇒ Proved instrumental in completing large complex Transformation & Transition projects as well as devised solutions for operations and product lines of services to resolve complex technical issues.
- ⇒ Collaborated and assisted senior management (CTO, Account executive and Leads) in IT and Operational strategy for large accounts.
- ⇒ Identified business opportunities and developed effective and customized solutions, providing latest edge technology and service offering within the agreed budget and timeline.
- ⇒ Headed major SAP Portfolio for larger Clients in EMEA from India based on the Infrastructure perspective while managing end-to-end recruitment for increasing Indian Architecture Team.
- ⇒ Architecting IT Infrastructure Solution for SAP Re-platforming, Tech Upgrade, Archive and DR using SUN M9000 Enterprise class Servers, EMC DMX, VMAX class of Storage, Symantec HA & DR, Oracle Data guard and SRDF

- ⇒ Provided Infrastructure Design Consulting for ERP's and CRM to New Business Team and ensured effective handover of technical solutions to operational support, in conjunction with the Program Manager.
- ⇒ Acted as subject matter expert within Service Delivery and support teams for process and delivery of Disaster Recovery planning and the execution of recovery services.

#### **Tech- Mahindra Ltd., Noida (From Jan 2007----August 2007):**

As Sr. Consultant in Global Managed Services Division, primarily responsible for designing solution in the Enterprise Segment as Subject Matter Expert in Datacentre, Server & Storage domain.

- ⇒ Strategized and architected solutions for implementing OSS and BSS IT infrastructure for various Enterprise Clients.
- ⇒ Prepared proposals and responded to RFP's for managing Remote Infrastructure, including designing of Datacenter while handling the development and execution of infrastructure solutions.
- ⇒ Defined, planned and implemented infrastructure service offerings for various service towers and held accountability for developing solutions for Services / Technology Tower.
- ⇒ Served as a single point of contact (SPOC) for proposals, identifying opportunities and interacting with key personnel at client end.
- ⇒ Involved in preparing estimations, solution architecture, determining tools, integrating with other technologies and acted as a Technology Partner and managed the assigned COE.
- ⇒ Supported and driven the sales & presales team by consistently contributing to business acquisition, including conducting client meetings, developing opportunities and due diligence, etc.

#### **HCL COMNET LTD., NOIDA (From May 2006 --- Jan 2007)**

Worked as DGM Global Service Delivery responsible for delivery of IT Infra support to Global Clients.

##### **Key Responsibilities Include—**

- ⇒ SLA Management
- ⇒ Carrying out Service Reviews with Team and Customers
- ⇒ Monitor Performance Metrics and Project Status
- ⇒ Suggest Improvements and Value Adds
- ⇒ Manpower and skill Management (Rotation and skill upgrade programs)
- ⇒ Monthly Reporting (Compiled by SDM's)
- ⇒ Keep Track of Billable resources (thru SDM's)
- ⇒ Customer Satisfaction Survey's
- ⇒ Taking care of training needs based on skill evaluation and customer/track lead feedback and internal evaluation methods.
- ⇒ Lead and review Implementation of Standard Operating procedure for Installation and Maintenance with SDM's and team leads
- ⇒ Provide leadership for all IT Projects, mentoring and training of team, growth and succession planning
- ⇒ Regular Service Reviews with Team, people and performance management of team.

## **HT MEDIA LTD., NEW DELHI (From March 2005 — May 2006)**

As Head of IT Infrastructure heading a Team of Sr. Managers, system Managers and 100+ FTE (Including Partner/Service Provider) for IT Support responsible of managing the IT Infrastructure at Delhi and 70 plus locations including 16 regional offices.

As Head of IT Infrastructure my job responsibilities include---

- ⇒ Planning and Procurement of IT Infrastructure as per Business needs
- ⇒ Manage annual budget and provide cost effective solutions to business needs (~ 500M INR)
- ⇒ Service Delivery to Various Business groups within the organization
- ⇒ Supervise IT administration staff. Delegate IT management related responsibilities.
- ⇒ Implementation of IT Processes & policies to improve efficiency and better ROI
- ⇒ Troubleshoot and provide solutions to complex technical issues.
- ⇒ Actively monitors and recommends change to the environment to increase efficiency and improve reliability.
- ⇒ Support CIO to achieve company goals.
- ⇒ Development and management of IT Architecture and IT Strategy with Fit for purpose solution and standardization of Hardware and software
- ⇒ Create and implement Standard Operating procedure for Installation and Maintenance
- ⇒ Security of IT Infrastructure
- ⇒ Provide leadership for all IT Projects, mentoring and training of team, growth and succession planning
- ⇒ Responsible for availability of Enterprise Applications and Management of DataCentre @ Delhi/NCR & Mumbai
- ⇒ Making of RFQ's/RFP's, scope, deliverables, budget and plan for IT Projects, evaluation of response and selection of Partners
- ⇒ Negotiating SLA's and commercials with Vendors and Partners and validate contracts with Partners.
- ⇒ Regular Reviews with Team and Partners, people and performance management of team.

## **PREVIOUS WORK HISTORY:**

Duration	Organization	Designation
Jan 1993 – Feb. 2005	OTCS Pvt. Ltd.	Sr. Manager IT
June 1989 – Dec 1992	HCL Limited	Support Engineer

## **PROJECT SNAPSHOT: (As Head Infra/Sr. Solution Architect/Sr. Consultant)**

- As Lead Architect worked with UK based client in transportation domain for defining strategy for consolidation of DC and migration to public cloud. Designed the final high and low level Infra solution leveraging Public cloud (AWS) and lead implementation and migration.
- Designed and implemented Enterprise class Toolset for capturing of “End User experience “plus SLA Monitoring and Management for Business-Critical Applications and IT Services for large

Global Client. The tool is a first-time implementation which was sold as service to multiple clients with direct integration with Remedy 7.0

- As key member of Global Account Architecture Design Authority (ADA) Team designed and implemented test environments now host other non-production environments. Project is based on highly virtualized environment using enterprise range of storage supported by DEVOPS tools and providing agility in line with ALM strategy for the client.
- Designed IT Infrastructure Solution for SAP Replatforming, Tech Upgrade, Archive and DR for a large Global Client in Transportation Industry. Technologies used are SUN M9000 Enterprise class Servers, EMC DMX, VMAX class of Storage, Symantec HA & DR, Oracle Data guard and SRDF. The Project involved migration and consolidation of Multiple SAP Landscapes to a Centralised Infrastructure and reduction in overall cost to Business.
- Designed Solution for Large Global Corporation in Transportation and Aerospace business for File Services Consolidation and Tiered Storage management with Information Life Cycle/Archival Solution. The Project had global implication on IT Infrastructure and substantial cost savings both for Client and service provider. Technologies used include NetApps FAS, EMC Centera, Riverbed WAN Optimization Appliance and EMC Rainfinity Appliance, presently helping project implementation team.
- Designed solution and planning for Consolidation of SAP Infrastructure, including technical upgrade, upgrade of DR as per new business requirements from client and re-platforming as per market conditions.
- Designed IT Infrastructure for Primary DataCentre and DR site for OSS & BSS upgrade of a large Telco in Indonesia, worked onsite for three weeks with onsite Apps team and customer for studying the current setup and business requirement. Based on the assessment done onsite designed the IT Infrastructure to support 99.99% availability and to take care of future scalability requirement and BCP plans in next phase. Infrastructure included Enterprise class Server, Storage, LAN, Security and Datacentre, with No Single Point of failure in the production landscape along with Development, QA and SIT based on best practices. Besides this made recommendation on the operation and sizing of operation team post implementation. The project included working with Customer team, OEM's, Partners and internal team for design and sizing, freezing of project plan for migration with minimal downtime and negligible impact on production plus negotiating the service levels and prices with short listed partners.

### CERTIFICATIONS:

