NARENDRA SHIVAJI WADTE

IT INFRA SERVICE DELIVERY

Target assignments in IT Infrastructure / Project Management / IT Services Delivery



+919970011561/ 9819594969

Industry Preference: IT / BFSI / Banking Location Preference: Pune

Personal Details

Date of Birth: 6th Jan 1978 Languages: English, Marathi &

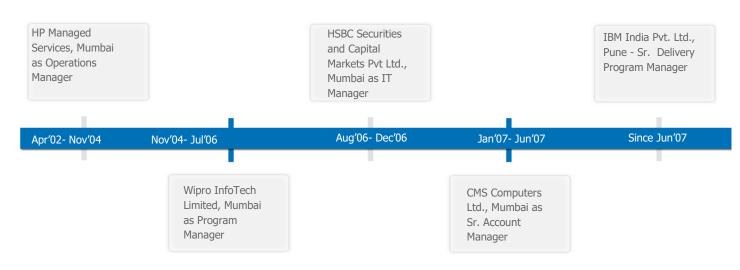
Hindi

Address: Avalon City, Bldg. No. C4, Room No 505 Dapodi, Pune - 411012

Profile Summary

- ☐ IT professional with **over 18 years** of experience in Project Management, Infrastructure Management, Operations and End-user Services Management with expertise in planning and Execution for Data Center and Disaster Recovery Implementation.
- O Planning and managing project scope, schedule, risk management and budget for delivering against tactical and strategic IT goals and objectives
- Understanding of ITIL framework i.e. Event Management, Incident Management, Service Request fulfillment, Problem Management, Access Management including Service Desk, Technical Management, and Operation Management etc.
- A strategist & implementer with expertise in managing global delivery frameworks for various Data Center technologies and new technology implementation projects for streamlining related activities as per quality standards
- Managed the revenue recognition (100% Billing) and 0% outstanding for multiple Projects
- Excellent in managing preparation of technical & commercial proposals (presales initiatives), driving growth, generating revenue, as well as enhancing the value of IBM.
- Responsible for vendor evaluation, AMC renewal, providing recommendations for selection & on-going relationship management.
- Ensuring Accounting and Profitability of the accounts handled in Pune

Career Timeline



Core Competencies

Infrastructure Management

Service Delivery Management

Client Relationship Management

Project Management

Financial Management

Team Management

Organizational Experience

Since Jun'07 with IBM India Pvt. Ltd., Pune Growth Path ===→

- Jun'07- Apr'10 as Project Manager Managed IBM Services for Datacenter and End User Services for an Automobile Customer in Pune.
- Jun'10- Nov'14 as Client Delivery Manager Managed Multiple Customers in Mumbai servicing customers for DC and End User Services.
- Nov'14- Mar'16 as Delivery Project Executive Managed IBM Services for Datacenter and End User Services for an Large Insurance Customer in Pune.
- Since Apr'16 as Sr. Delivery Program Manager Covering entire Pune accounts for Managed Services of IBM IS Delivery.
- Key Projects Managed
 - Bajaj Auto Finance Ltd DR Migration with increased Compute and Power FIAT Automobiles NDR Refresh with Virtualization (VMware) along with Compute and Power
- Bajaj Allianz DC Migration with refresh of entire Hardware components and Migration of Physical to Virtual Servers with newly introduced ACI Network for DC environment.

Key Responsibilities:

- Able to manage multiple projects/programs from solution design, integration, execution, production.
- Create strategies for risk mitigation and contingency planning
- Supervising Accounting, Finance, Growth plan in the accounts
- O Providing governance to Projects Managers on achieving SLA and Delivery excellence
- Managing the direct and indirect employee to almost 250 resources
- O Solutioning in case of renewal of accounts for existing customers
- O Functioning with Sales / Presales Team to identify new opportunities in the accounts
- O Strong organizational, presentation, and customer service skills
- Implementation and management of IT infrastructure, Datacenter, Network, Storage, Security, Service desk and NOC.
- Lead BAU Projects related to Managed Services for multiple customers
- Manage Client Relationship with Customers and be engaged with them for any sort of issues to be resolved.
- Front end internal and client audits , Process & Audit Compliance of individual accounts in the region.

Highlights:

- Received Fast 2009 & 2010 Award IBM (Recognized for Excellent Performer in Delivery Excellence for West region)
- Lead Implementation for DC Implementation and NDR Implementations for Multiple customers in Pune.
- Applied financial management and forecasting techniques to bring accounts in positive postures in the Location.

Previous Experience

Jan'07- Jun'07 with CMS Computers Ltd., Mumbai as Sr. Account Manager

Aug'06- Dec'06 with HSBC Securities and Capital Markets Pvt. Ltd., Mumbai as IT Manager

Nov'04- Jul'06 with Wipro InfoTech Limited, Mumbai as Program Manager Projects Managed with the clients

- Glenmark Pharmaceuticals Ltd.
- HSBC BANK

Apr'02- Nov'04 with HP Managed Services, Mumbai as Operations Manager Projects Managed with the clients:

- Intelenet Global Services Ltd. Mahape
- DSP Merrill Lynch as Project Manager

Aug '00- Apr '02 with Alphabetics Computer Services Pvt. Ltd., Senior Customer Engineer

Projects Managed with the clients:

- Resident Engineer for ICICI Bank
- Field Engineer handling Multiple Projects

May'98- Jul '00 with Prism Automation Services, Field Engineer (No Relieving Letters Available)

Projects Managed with the clients:

• Field Engineer handling Multiple Projects

Certifications

- ISO Lead Auditor Certified- 2012
- Business Continuity Management Certified 2012
- O ITIL 2011 Certified- 2012
- Internal IBM Project Management Certification for PM 10 G- 2010
- PMP Course Completion- 06th and 07th Sept 2014 and 14 and 15th Sept 2014
- Cisco Certified Network Associate- 2004
- Microsoft Certified System Engineer- 2002
- Microsoft Certified Professional 2002

Academic Details

- Post-Graduation in Computer Application from Madurai Kamraj University, Mumbai in 2004
- O B.A. (History) from Mumbai University, Mumbai in 2002

Skill Set



Online

nswadte@yahoo.com





