

NARENDRA SHIVAJI WADTE

IT INFRA SERVICE DELIVERY

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



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Industry Preference:

IT / BFSI / Banking

Location Preference: Pune

Profile Summary

Personal Details

Date of Birth: 6th Jan 1978

Languages: English, Marathi & Hindi

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

- 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.
- 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 (pre-sales 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

HP Managed Services, Mumbai as Operations Manager

Apr'02- Nov'04

HSBC Securities and Capital Markets Pvt Ltd., Mumbai as IT Manager

Aug'06- Dec'06

IBM India Pvt. Ltd., Pune - Sr. Delivery Program Manager

Since Jun'07

Wipro InfoTech Limited, Mumbai as Program Manager

Nov'04- Jul'06

CMS Computers Ltd., Mumbai as Sr. Account Manager

Jan'07- Jun'07

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
- Providing governance to Projects Managers on achieving SLA and Delivery excellence
- Managing the direct and indirect employee to almost 250 resources
- Solutioning in case of renewal of accounts for existing customers
- Functioning with Sales / Presales Team to identify new opportunities in the accounts
- 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
- 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
- B.A. (History) from Mumbai University, Mumbai in 2002

Skill Set



Online

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in xyz@linkedin.com

NIL

NIL