KAMLESH PRASAD

Mumbai, India | Cell: (+91) 9004348595 | Email: kamlesh.prasad@gmail.com | https://www.linkedin.com/in/kamleshsprasad0512/

CAREER PROFILE

- Senior IT Leader with over **22+ years' experience**, including 10+ years in Retail, 8 Years in IBM & Accenture & 4 years in Technical Support Service for India & USA.
  In last 8 years, played leadership roles **in Digital Transformation, IT Security, Merger IT integration, Data & Analytics, IT Operations** & Business Support Services programs.
- Successfully led multiple large & complex **Digital & Business Transformation** initiatives.
- Effective at **partnering with CXOs**, senior leaders & partners to understand strategic goals & provide technological direction & IT roadmaps for delivering digital capabilities in alignment with business strategies.
- Strong business knowledge with proven ability to lead the **strategic planning & delivery of innovative, cost-effective solutions** by leveraging emerging technologies.
- Collaborative leadership style. **Experienced in building & leading cross-functional** teams that deliver results in a highly competitive & continuously changing business landscape.
- Diversified **IT Delivery & Operations model experience with technology** partners like IBM, TCS, Wipro & Accenture.
- Set up & managed large-scale IT operations & outsourced global IT contracts, with in depth understanding of **commercial models, contractual details, service levels & governance.**

Core Competencies include Technology Strategy, IT Security, Digital Transformation, IT Roadmaps, Program Management, Cloud, Stakeholder Engagement, Multi- Vendor management, Budgeting, Risk Management.

CAREER HIGHLIGHTS

- **Spearheaded Digital Transformation at Nexus Select Malls** – from 2 malls to 20+malls, Hotel and Office buildings onboarding
- Delivered multiple Business transformations in **Digital Services, Analytics, IT Security Practice,**
- **Leading IT Cyber Practices** – SOC, NOC, ITSM, ITAM, CISO practice, BCP-DR, Tabletop with CXO
- Successfully build Nexus with **98% Cloud Compute Organization** – SaaS, PaaS, IaaS.
- Continuous process improvement & automation initiatives – **VAPT** – **Black, Brown** and **White Box**
- IT Infrastructure lead & IT Security Lead - **(ITGC, SEBI, CERT-In, DPDP, NIST & SANS)**

PROFESSIONAL EXPERIENCE

Nexus Select Malls (NXST), Mumbai, India   **Dec 2017 - Present**
Joined Nexus Malls in 2017 as Senior Manager. Progressed to General Manager (Head IT)

- Primary **IT interface to CXOs** & Head of Department, Centre Director and Finance Heads
- Closely work with M&A Team to initiate knowledge transfer and digital transformation
- Managed prioritization, IT Governance, Steering committee reviews on progress & business benefits realization.
- Worked on **SOW, RFI/RFP, IT Services contracts & negotiations** in close coordination with commercial teams.
- Managed dependencies, risks, changing priorities & delivery targets. **Spearheaded IT Governance, Steering committee reviews with senior leadership** on progress & ensuring business IT alignment.
- **Head IT Security Practice and leads cyber security.**
- **Accountable for Rs.250 Mn annual IT budget**, with continuous focus on quality & cost efficiencies.

Key Achievements
- **Led IT Department from 2 malls to 20+ malls, seamlessly data migration and employee rebadging with Zero Data Loss till date.**
- **Lead CISO practice** for the organization.
- Successfully performed **4 VAPT closely working with RED Team and Blue Team** – which includes **Mobile App** ad **Omnichannel Platform.**
- Implementation of 100% **SSO (single sign on)** across all apps in Nexus
- Spearheaded deployment of **SIEM solutions** and enhanced endpoint protection using tools like EDR and Zscaler – in discussion phase
- Performed ERM post listing and achieved risk score of **3.2** (**best in REIT**)
- Streamlined Malls Apps – **Footfalls, ADSR, RSI/CSI, Parking and IBS**.
- Supported Nexus One App deployment on 13 malls successfully with 4lacs customer onboarded
- **DPDP Act 2023** readiness

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DMart Ready (e-commerce), Mumbai, India **(2015 – 2017)**
Manager – IT Infrastructure

Start-Up Lead – IT Infra (2015-2017)
- Implementation of 3 Tier data center deployment (**DC, DR and NDR**)
- Management, **Network Security and DDoS deployment**.
- Led projects of Firewall deployment, **1100 VM's with MPLS network and making 60 stores** live.
- **GSLB**, **SLB(Radware), LLB** and **Telco** configuration with Active-Active HA (SD Wan)

Key Achievements
- Developed **and Delivered 2-year IT roadmap**, with one Fulfillment center and 100 store capabilities
- **Zero downtime** during and after business go-live
- Setup **SOC** and performed first **VAPT** with minimal IT security GAPs

ACCENTURE CONSULTING SERVICES, Mumbai, India **(2014-2015)**
- Led consulting assignments in India for Raymond Limited (Thane)
- Successfully led assignments **13 portfolio companies'** data migration, server consolidation and SharePoint apps
- PAN India IT operations for **Store, Retail Outlets, Warehouses and Plants**
- Handling asset management of **10,000+ IT Assets**

IBM INDIA PRIVATE LIMITED, Mumbai, India and Zambia, Africa **(2007-2014)**
- **Server Support Delivery Lead** and IT Infrastructure Lead for West India Accounts.
- Key role – Server Hardware, OS (**AIX, HP UNIX, VMWare, Window & RHEL**), Backup Operations (IBM Tivoli and HP Data protector) with LTO Tape Operations.
- Projects handled – **Telco, BFSI**, Sales and **FMCG**

IBM DAKSH, Pune, India **(2007-2008)**
- Project: HP 6J Technical Support, for **US customers**.
- **Assistant Manager Operations**, handling Call Volume, CSAT and AHT

SITEL INDIA, Mumbai & Hyderabad, India **(2003-2007)**
- Part of Business Outsourcing Team for **AOL, Earthlink** and **Dell Tech Support.**

AWARDS & RECOGNITION

- **Twice winner of Nexus Heros Awards – Contribution to IT Security and e-waste Management**.
- **Winner of 3 Prestigious Award:**
  - ➤ **IT Infrastructure Leader of the Year 2023** (2nd Annual Cyber Security Excellence by Quantic)
  - ➤ **Best Technology Implementation of the Year 2024** (7th Edition of CIO Conclave by UBS Forums)
  - ➤ **Best Cybersecurity Management Initiatives Year 2025**(2nd Edition Organized by Krypton)

EDUCATION & CERTIFICATIONS

Post Graduate Certificate in Cyber Security – March 2024, MIT xPro, USA, 2024
MBA – System, Sikkim Manipal (open) University, India, 2014
Graduate – BSc, Madhya Pradesh Bhoj (open) University, MP, India.
Certified in **VMware| Microsoft Windows Server| Microsoft Exchange| ITIL V3 Foundation** & **Intermediate**
LEAD- Leadership Excellence and Development Program by upGrad, 2024