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|  | **Deepak Sehgal (MS, B-Tech, CCNP, CCNA)****IT Project Manager****10 years of experience** in IT, delivery oriented and customer services focused IT infrastructure Project Manager with rich experience in managing data centers, IT services, support, operations. Proven knowledge in network planning, designing, configuration, network security and IT compliance. IT Services & infrastructure management experience that includes deployment of various technologies, setting up new data centers, off shore research & delivery centres, data center consolidations, migrations and transitions, IT procurement and vendor management. | | |
| **email:**  deepak.sehgal@hotmail.com **mobile:**  +852 5282 3400 **LinkedIn:** [www.linkedin.com/in/dsehgal](http://www.linkedin.com/in/dsehgal) | **SPECIALITIES** | | |
| IT Project Management, Risk Management, IT Infrastructure and Operations Management, Data Center Management, Network Design & Implementation, Global IT Operations Management, People Management, Financial Management, Vendor Management, DR & BCP, Information Security, Enterprise Incident & Change Management, Sound knowledge of ITIL processes, ISO standards, Price 2 & PMP guidelines and standards. | | |
| **CERTIFIED:** Cisco Certified Network Associate (**CCNA**)  Cisco Certified Network Professional – R&S (**CCNP**) | **Technical Skills**  * Hands on experience with Cisco Routers & Switches, Cisco Wireless controllers and APs, Cisco ASA & Checkpoint Firewalls, Cisco CUCM & Unity Express, Microsoft Winsock, DHCP, DNS & AD * Sound knowledge & Hands on experience with LAN, WAN & IP Telephony * SSL / IPSEC based C2S & S2S VPN configurations, implementation & troubleshooting. * MPLS and Leased line-based air-gapped ODC designing, configuration & implementation. * Hands on experience with network-based tools like PRTG, MRTG, Wireshark, Websense, Whatsup Gold and Nagios. * Worked on ITIL based HP & CA Service desk Management systems. * Sound knowledge of project management tools like Dashboard, MS Project, MS Visio, MS Excel. * Good knowledge of Cloud Computing & Virtualization  **WORK EXPERIENCE****IT Project Manager** RBC Wealth Management Financial Services Inc., Hong Kong  09/2018 – present   * Managing Bank’s IT infrastructure refresh projects, critical application infrastructure improvement, migration and support projects across APAC.  **Manager IT Service Support and Operations (Infosys Designation)****Project Manager APAC Network Infrastructure and Operations (Onsite Role)** Infosys Limited, Hong Kong  Onsite: Apple Inc.  06/2016 – 08/2018   * Manage Retail Network infrastructure & data center operations across APAC region for all New Store Openings (NSOs) and New Country Openings (NCOs) while working with various cross functions (teams) & business stake holders. * Initiate & drive Kick off meeting for all APAC projects to understand business requirements and ensure stakeholders are aligned. * Mange different vendors, teams & their deadlines. * Drafting new project plans and overall project schedules for APAC projects and share them with various project teams and business stakeholders and ensure they are aware of their targets and deadlines. * Budget forecasts, management, allocations & approvals. * Analyze and validate various rack elevations, data room designs & complex network and system designs to meet client’s requirement & ISO standards. * Review and Validate the WiFi heat-maps and Wire pulls for Wireless Internet Connectivity throughout the store for employees and customers. * Review and validate various CR & CO requests for network maintenance & infrastructure upgrades and ensure changes are documented and best practices are being followed. * Closely monitor all incidents, analyze the impact and communicate business stakeholders. Communicate with IT cross functions to ensure an effective closure per defined SLAs with minimum business impact. * Foresee risks, inform business stakeholders if required and mitigate them in order to meet the project timelines. * Analyze various IT & Network infrastructure reports and recommend improvements for IT services, support and operations. * Manage all IT audits in order to ensure the compliance levels are met to satisfy the certification criteria as specified in the standards. * Work closely with vendors and business stake holders on the local country codes & IT regulations to setup new network infrastructure and data centers in the APAC region. * Actively work with vendors, CORP FIN & business stakeholders on import & export of IT / network equipment to the APAC countries which includes to maintain compliance with various local country IT regulations and certifications. * Review BOMs prepared by network engineers, negotiate contracts & validate vendor quotes and ensure the procurement and delivery of the network equipment & services on time. * Procurement and delivery of internet, leased line & MPLS circuits across APAC region per business requirement. * Communicate network concepts, changes and timelines to non-technical business stakeholders and ensure they are aligned and understands the impact of change. * Interact with delivery team and understand the business expectations and implement, maintain, monitor and report controls as per the mandated guidelines in order to meet the business requirement. * Provide inputs on the existing vendor performance for contract renewals in order to assist the service owner in contract negotiation. * Monitor, update & report the progress of all the APAC projects to global leadership on weekly basis and update dashboard and various project related reports. * Drive weekly, bi-weekly & daily calls per business requirement with engineers, vendors and global business stakeholders to keep them aligned on business requirements and project goals. | | |
| **Manager IT Service Support and Operations** Infosys Technologies (China) Co. Ltd.  07/2014 – 05/2016   * Managing client connectivity & network operations across Infosys China locations. * Provide inputs from DC (Delivery Center) management in order to ensure DC management inputs are considered for the business planning. * Provide DC inputs on generic IT resources, consumables, expansion plans, people requirement to meet the support requirement in order to ensure the DC requirements are incorporated in the budgets/financial plans. * Provide inputs from the DC in order to design a scalable and robust architecture. * Provide inputs in order to ensure that the service deliverables are met with as defined in the SLA. * Initiate procurement request in procurement system based on BOM provided by the service teams in order to ensure timely delivery of components or systems to provide IT service as per service deliverables. * Provide inputs on the existing vendor performance for contract renewals in order to assist the service owner in contract negotiation. * Plan and carry out DC level execution and project management in order to ensure the service transition meets the metrics set. * Implement the plan in the DC in compliance with the guidelines in order to ensure that the required service management processes are implemented as per scope of the service. * Monitor and maintain the service availability in order to ensure that the availability targets in accordance with the SLA document is delivered to the business. Capture and review availability metrics. Presents to the location manager. Ensure metrics are as per SLA Execute DR exercises as per customer specific planned document findings / provide inputs and review with location manager in order to ensure service availability and continuity. Execution of the plan in event of the disaster. * Monitor and report on IT services SLA in order to maintain and improve service quality and also ensure corrective measures wherever applicable. * Implement, monitor and manage the service desk process compliance in order to ensure that all incidents / request / problems are captured in the system and that stakeholder communication requirements are met and SLA s are met. * Interact with delivery management team and understand the business expectations and implement, maintain, monitor and report controls as per the mandated guidelines in order to meet the business requirement. * Adhere to and comply with asset management process in order to ensure accounting and traceability of assets. * Perform periodic reviews and ensure process compliance in order to ensure that the compliance levels are met with as specified in the client MSA. Action and close the observations or NCs as observed by the auditors in a timely manner. Take part in all certification audits in order to ensure the compliance levels are met to satisfy the certification criteria as specified in the standard. * Plan, execute and document DR drills as per phoenix plan. | | | |
| **Technology Specialist IT Service Support and Operations**  Infosys Technologies (China) Co. Ltd.  02/2013 – 06/2014   * Managing client connectivity network operations across Infosys China locations (Shanghai, Hangzhou, Dalian, Beijing, Shenzhen, Jiaxing and Qingdao) * Lead and co-ordinate teams of engineers, technologists, technicians and drafters in the design and development of computer networks and telecommunications. * Maintenance, troubleshooting and administration of local area networks (LANs), wide area networks (WANs) and workstations, connectivity to the Internet and peripheral equipment * Planning, designing and Implementing VPN based new network connectivity models / proposals (C2S, IPSEC, SSL, S2S, leased lined and MPLS) as per client’s and Infosys’s requirements. * Customer Connectivity (CC) point to troubleshoot the connectivity issues. * CC-Coordinator to work with Infosys pre-sales team for new RFI/RFP requirements, client interfacing and a member of network management team. * Configuration, implementation and troubleshooting of checkpoint VPN firewalls, Core switch, DHCP, DNS & proxy servers (LLP, ULP and Winsock) and routing issues for new and existing client connectivity. * Upgradation & maintenance of Cisco devices, checkpoint firewalls, troubleshooting VPN based Citrix issues and handle day to day LAN, WAN and VOIP related issues. * Updating network diagrams and documentation * Establish and maintaining relationships with suppliers and clients * Handling Client and Internal / external audits * Setup and maintenance of new and existing client’s as well as Infosys data centers. * Ensure network uptime per client’s and Infosys’s SLAs (99%). * Coordination with corporate teams, clients and vendors for commissioning, decommissioning, maintenance, troubleshooting and transition of network connectivity. * Allocation of subnets and Vlans for new and existing projects depending upon user base / project requirement. * Preparing monthly bandwidth utilization and network uptime reports. * Ensure ITIL based Change and incident management processes for new and existing connectivity models. * Inventory management.  **Sr. Network Administrator** Evalueserve Business Consulting Shanghai (Co.) Ltd.  01/2012 – 02/2013   * Managing the complete network setup for 250 users for Evalueserve China location insuring 99% network uptime as well as MPLS link connectivity between China, India, Chile & Romania. * Installation, maintenance, and troubleshooting of Cisco LAN and WAN infrastructure components including Cisco CUCM, Cisco Catalyst/Nexus switches, Cisco Routers, Firewalls, and VPN. * Installation & Configuration of Cisco Switches, IP Phones as well as Configuration and setup of the new IP Ext. no. using Cisco CUCM Server. * Daily, Weekly & Monthly backups of different Cisco devices including Switches, Routers, PIX 515E and ASA firewalls as per ISG compliance and client’s requirement * Implement and execute DRBCP drills and maintain related documentation per ISG requirement. * To monitor and optimize network performance using network monitoring tools like WhatsUp Gold & Nagios and to coordinate with end users and cross functions to resolve network related issues. * Installation, maintenance, up-gradation and troubleshooting of DHCP, DNS, AD and Web-servers. * Control and monitor of e-mails, internet browsing and content filtering using Websense. * Configuration, maintenance and troubleshooting of VMs based on Citrix, XEN desktops etc. * Managing Network load balancing using Radware LinkProof Application Switch with BWM, IPS. * Setup & maintenance of client’s datacenters, regular interaction with the various clients over the phone & Video conferencing. * Delivering ISG (Information Security) Training to new employees  **Network Administrator** Evalueserve Business Consulting Shanghai (Co.) Ltd.  01/2010 – 12/2011   * Identifies, troubleshoots and resolve hardware, software and network related problems encountered by the end user and auto generated alarms in the internet, the LAN (Local Area Network), the WAN (Wide Area Network) based on system architecture. * Installation & Configuration of Cisco Switches, IP Phones as well as Configuration and setup of the new IP Ext. no. using Cisco CUCM Server. * Used established tracking system to log request (trouble ticket), monitoring progress, provide regular updates and implement solutions. * Perform primary network system administration on network servers (Linux or Windows) when required. * Help network users by analyzing network traffic for quality control and plan for expansion in network capacity. * Perform routine health check of node like LAN switches etc. in the network and in case of any discrepancy, take appropriate action. * Perform data backup activities on network related hardware for disaster recovery operations every week before and after any upgradation activity. * Perform hardware and software upgradation activities in night hours for improving network performance. * Maintaining the technical records of outages, network performance, KPI’s (Key Parameter Indicators) and health checks on MS excel, MS word and on other online tools. * Conducts weekly checks for updated antivirus in the nodes for proper security of whole network. * Conducts checks to know network quality and performance.  **Member Technical Staff** Logic Eastern India Pvt. Ltd.  10/2008 – 09/2009   * Provide design, implementation, and support for hardware and software users of the Local Area Network (LAN), Wide Area Network (WAN), and Wireless Network * Work in conjunction with third party telecom providers to set up, configure, integrate, implement, and support internal and/or external networks * Develop and maintain all systems, applications, security, and network configurations * Troubleshoot network performance issues; create and maintain a disaster recovery plan * Provide Cisco Unified Communications Support, Call Manager, Unity, etc. * Define, plan and monitor network capacity and performance; manage and control the network configuration and inventory. * Installation, manual and automated testing, commissioning, maintenance as well as Network support for Digital Video Broadcasting (DVB-C) Network Operating Centers (NOC) which includes Broadcom and Cisco 2900 and 3700 series Switches,2600 and 2800 Series Cisco Routers. Cisco Pix-505, Modems, LAN, Modulators, Tandberg IPLEX, BQ 6800 Scrambler / De-Scrambler, modulators, Enigma Conditional Access System (CAS), management of Windows and LINUX based MySQL, SMS, IVRS, EPG, GS, Call Collection, Video on Demand and MOSAIC servers. * Recovery of Passwords corrupted IOS Images on Cisco devices. Up gradation of IOS images on Cisco L2, L3, WAN switches and Routers * Monitoring and updating Remote Network Operating Centers (Digital Head ends) using PUTTY, WinScp, Team Viewer, VNC and Remote Desktop and troubleshoot Network issues in times of need. * Maintaining and Integrating TV+ Value Added Services (VAS) with DVB-C. * Interaction with the client face to face and over the phone for technical support. | | | |
| **Projects**   * New Network infrastructure & Data center setup, upgradation and maintenance of existing network infra across APAC countries for Apple Inc. (06/2014 – Present) * Network Set up, maintenance and upgradation of Off shore Delivery Centers (ODCs) and Off Shore Research Centers (ORCs) across China. (01/2010 – 05/2016) * Setup and Maintenance of network infrastructure & network security (client connectivity) for over 60+ Infosys’s global clients form major industries like Aerospace and Defense, Airlines, Communication Services, Education, Energy, Financial Services (Wall Street), Health Care, High-Tech, Industrial Manufacturing, Pharmaceuticals and Bio-Tech, Media & Entertainment, Logistics & Distribution, Insurance, Automotive etc. (02/2013 – 05/2016) * Set up of the IT infrastructure for the head office branch of the New Development Bank (BRICS Nations) at Shanghai while working very closely with the top leadership (The President and directors) of the bank (2015 - 2016). * Planning, Designing and commissioning of the network infrastructure of DRBCP sites for Infosys and per client requirements (2013 - 2016). | | | |
| **Organizations**   * RBC Wealth Management Financial Services Inc. (09/2018 - Present)   Royal Bank of Canada (RBC) is a Canadian multinational financial services company and the largest bank in Canada by market capitalization. The bank serves over 16 million clients and has over 80,000 employees worldwide.   * Infosys Limited (06/16 – 08/2018)   Infosys Limited (formerly Infosys Technologies Limited) is an Indian multinational corporation that provides business consulting, information technology and outsourcing services with headquarters in Bengaluru, Karnataka, India. Infosys is the second-largest Indian IT company by 2017 revenues and 596th largest public company in world in terms of revenue.   * Infosys Technologies (China) Co. Ltd. (02/2013 – 05/2016)   Infosys Technologies (China) Co. Limited, headquartered in Shanghai, is a wholly-owned subsidiary of Infosys Limited.   * Evalueserve Business Consulting (Shanghai) Co. Ltd. (01/2010 – 02/2013)   Evalueserve is a global professional services provider (KPO) offering research, analytics, and data management services with headquarters in Gurgaon, India.   * Logic Eastern India Pvt. Ltd. (10/2008 – 09/2009)   Logic Eastern is an India based company providing Digital Video Broadcasting & IP TV Services across India. | | | |
| **Certifications**   * Cisco Certified Network Associate (CCNA): Cleared Exam 640-801 & 640-802 (92%) * Cisco Certified Network Professional (CCNP): Cleared Exam 642-902 (93%) * Cisco Certified Network Professional (CCNP): Cleared Exam 642 – 813 (88.76%) | | |  |
| **AWARDS**  * Best Team Award (Manager) (2015-2016)   Award for excellence and outstanding team contribution at Infosys   * Scholarship at Sheffield Hallam Uni., U.K (2006 - 2007)   Awarded £2500 Scholarship by SHU, U.K for Master’s program | | | * Quality & Productivity (2010)   Award for Excellence at Evalueserve   * Excellent Customer Service Award – 2 times (2006 - 2008)   M&S Award for Outstanding customer Service |
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| **EDUCATION**  * Master of Science, Electronics & Information Technology   Sheffield Hallam University, U.K (2006 – 2007)   * Bachelor of Technology, Electronics and Communication Engineering   Punjab Technical University (2001 – 2005) | | | |
| **LANGUAGES**   * English * Hindi * Punjabi | |  | |

**PERSONAL DETAILS**

* **DOB**: 23rd Sept. 1983
* **Marital Status**: Married
* **US Visa**: Valid B1/B2
* **H.K Visa**: Valid H.K Work Permit