**PRASHANT KUMAR**

Mob: +91-9893049737, 9407975405

E-Mail: [simply\_prashant@rediffmail.com](mailto:simply_prashant@rediffmail.com), [prashant0001@gmail.com](mailto:prashant0001@gmail.com)

**Skills: Project Management (Prince2, PMP), IT service Management (ITIL), ISMS (ISO 27001)**

Around 11 years of being in IT and Telecommunication domain and professional experience provides a strong knowledge on technology with understanding of IT industry with a new business perspective. I would like to join an organization of repute, which would give me better opportunity and explore my potential in managing technology for the industry.

#### SYNOPSIS

* **Around 11 years of experience** in IT and telecommunication industry.
* **Currently associated with Bharti Airtel Ltd.**
* **More than 6 years associated with Government Projects**
* Excellent Communicator with the ability to deal with issues with precision & accuracy.
* Coordination with different stakeholders like **TPA, DeitY**, **CHiPS, BSNL, TCS, IBM, RICOH** etc.

**Core Competence:**

1. **Project Management** (**e-Governance Project**, **Infrastructure Management**)
2. Ensure internal and external stakeholders management through effective communication (CHiPS, TPA, DeitY, BSNL, TCS etc)
3. IT Service Management (**ITSM/ITIL & ISO 20000**)
4. Incident Management, Problem Management, Change Management, CMDB, Service Desk (ITIL)
5. Infrastructure Tools (Service Desk, NMS like HP openview, CA Ehealth, CA Servicedesk) implementation and maintenance
6. Manage and Implement the **ISMS Policy & Procedure**
7. ISO 27001 ISMS (Information Security Management System)
8. Risk and Information Security management system (**ISO 27001**)
9. Network & Security Audit and VA/PT
10. Presales & product management
11. Bid Management (Responding RFP), Offer preparation including, SOW, Requirement Specification, Responsibility Matrix, and cost calculation (Manpower, material, tools)
12. Making the presentations
13. Facility Management Services.

**Technical Skill Set:**

|  |  |
| --- | --- |
| **Technology and Services** | **Area of exposure** |
| Infrastructure Management Services   * RIM * FMS- Onsite | Service Desk (ITIL based), Network, Server, Desktop, Security, Patch, Application etc. |
| Information Security Management System | Implementation and Auditing ISMS (ISO 27001) |
| SWAN | Security, Performance Report, QGR etc Auditing |
| WiFi | Aruba Networks |
| ITSM | ITIL V2.0, ITIL V3, ISO 20000 |
| **Tools** | **Service Now, CA Spectrum, CA E-Health, HP OpenView, LANDesk Management Suite, ManageEngine (AdventNet), Nmap etc** |
| Database | MS SQL Server, Oracle |
| Application Development Solution | Microsoft Visual Studio.Net, C#.Net, ASP.Net |

**ACADEMIC**

* Master Computer Application (MCA) from COMM-IT, New Delhi in (2005).

CERTIFICATION and TRAINING

* + **PRINCE2** Certification
  + **PMP** trained
  + **ISO 27001** (Information Security Management System) Lead Auditor Certification.
  + **ITIL**® Foundation Certificate in **IT Service Management**
  + **MCP** in Developing and Implementing Web Application with Microsoft Visual C#. NET And Microsoft Visual Studio. NET (70-315).

### ORGANIZATIONAL DETAILS

**Bharti Airtel Ltd since August 2015.**

**Designation:** **Project Manager**

**Role: Project Management, Transition (HOTO), Operation, Team Management and Vendor Management**

**Location: Kolkata**

* **Project Title: TAXNET (Income Tax Department)**

All India network of Income Tax Department (TAXNET) is all about establishment of nation-wide network connectivity, Network Management, Infrastructure Management, Service Management and a Help Desk. MSP to supply, install, commission, configure, implement, operate, maintain and manage End-to-End connectivity from the Primary Site housing the centralised servers to offices of the ITD across the country connected on LAN. Around 770 sites are connected through all over India and divided into 4 regions.

**Role & Responsibility:**

* Handling DIT operation east region
* Project, Operation and Team Management
* SPOC for the DIT for east region
* Ensure internal and external stakeholders management through effective communication
* Vendor Management
* IT Service Management
* Coordination with DIT officials
* **CGSWAN (Chhattisgarh State Wide Area Network) Operation**

CGSWAN is planned to be a high speed, high capacity, reliable intra-state and inter- state network planned to deliver G2G, G2B, and G2C services. The network would provide high uptime, redundancy, backup etc. Strict Service Levels agreements are signed between the stakeholders to ensure that the service levels are maintained. Moreover the design of SWAN is to ensure Standardization & Interoperability as well as security of the networks.

The CGSWAN deployment takes place both vertically and horizontally, the main backbone of CGSWAN connects the State Headquarters PoP with the PoPs at district headquarters which in turn are connected to the respective PoPs at Block level headquarters. Moreover various state offices are connected horizontally with the closest respective PoPs.

Typical equipment to be deployed at these PoPs are to be maintained by the Operator includes routers, switches, modem, racks, RAS, AAA, NMS, Servers, VOIP Phone, Desktops, UPS, Generators, Air conditioners etc.

The SWAN network has been divided into two parts namely:

* + - Vertical connectivity: SWAN Backbone
      * Tier – 1 : State Headquarter (SHQ)-1
      * Tier – 2 : District Headquarter (DHQ)-27
      * Tier – 3 : Block Headquarter (BHQ)-124
    - Horizontal connectivity (3500): Connectivity to Government Departments

**Role & Responsibility:**

* Project and Team Management
* TPA Coordination
* Transition (HOTO)
* Ensure internal and external stakeholders management through effective communication
* Vendor Management
* Coordinate with CHiPS
* IT Service Management
* Manage and Implement the ISMS policy & Procedure
* **Project Title: Implementation of Video Conferencing Solution**
* Cisco MSE 8000 Chassis & MSE 8510 MCU will provide 100 Nos. of 1080p MCU Ports at SDC for multiparty video conferencing requirements.
* Cisco TelePresence MSE 8000
* Cisco SX20 Full HD 1080p Video Conferencing End point is implemented at District locations.
* Cisco Jabber Soft Client application is implemented as Desktop based Video conferencing solution.
* Cisco Unified Communications Manager will act as a central call control application, where all the endpoints will register.
* Cisco ExpressWay-C & ExpressWay-E will provide access to Cisco Jabber client, which will be on Internet.
  + **Support capabilities:**
* Up to 180 ports of HD 1080p multipoint
* Up to 720 ports of standard-definition (SD) multipoint
* Up to 72 ISDN Primary Rate Interface (PRI) instances
* Up to 144 serial ports in a single chassis
* Up to 216 HD 720p30 ports of TelePresence
* More than 1 Gbps of conferencing bandwidth
* Wide range of protocols supported, including H.323, SIP, and H.320
* AES encryption
* Standards-based and compatible with all major vendors’ endpoints
* Support for Cisco TelePresence Multiway technology
* **Project Title: Implementation and Up gradation BMC to DMC (9 location)**
* CISCO VC End Points
* Router
* Switch
* Generator set
* UPS 5KVA
* Full HD LED TV
* AC 2 Ton

**Orange Business Services from Nov 06 to August 2015**

**Designation**: **Team leader**

**Role: Project Management**

**Location: Raipur**

**Project Details:**

* **Project Title: CGSWAN TPA**

**Tools /Applications:** CA eHealth, CA Spectrum, CA Unicenter ServiceDesk, MS SQL Server 2005 etc

**Role & Responsibility:**

* Heading the team
* QGR report preparation and penalty calculation
* Ensure internal and external stakeholders management through effective communication
* Review the NMS, all Hardware, Software and Monitoring tools
* Conducting Network & Security Auditing and VA/PT
* Manage and Implement the ISMS policy & Procedure
* Generate and review the QGR and Penalty Calculation
* Review the BSNL link availability report and calculating the penalty accordingly
* **Project Title: CIC V2 (Service-Now)**

CICv2 is a real-time service management cloud computing platform. It provides the full range of infrastructure monitoring, control and support capabilities – all interlocked as per ITIL best practices to enable rapid deployment of an ITIL-based service management operation supported by ISO Certified Support Teams.

CICv2 aims to deliver world-class ITIL support on Orange, Customer or 3rd party devices and communication infrastructures.

**Tool:** Service-Now

**Role & Responsibility:**

Service Support Apps

* Event and Incident management
* Problem Management

Service Transition Apps

* CMDB
* Change Management
* Release Management

Service Care Apps

* Service Catalog
* SLA/OLA
* **Project Title: GSI NOC: Networking Monitoring and Management Services**

Services Offered by GSI Managed Serviced to customer & self across geography area in India and outside India are mentioned below:

* Remote Network Monitoring & Management
* Data Centre Services

GSI NOC manages customer network on MPLS or customer’s point-to-point network. It includes Network Design, Network Implementation, Network Monitoring, Network Maintenance and Network Migration. GSI also provides Vendor management (third-party support) on behalf of the Customer. Services Offered by GSI under NOC: Network monitoring and management services are

* Onsite Network Management
* Remote Network Management & FMS
* Technical Helpdesk.
* Wan acceleration equipment device monitoring

**Role and responsibility:**

* Implementation the tools and database
* Defining the Business Rules for Incident, Problem, RCA, CMDB, SLA etc
* Reviewing and analyzing the incidents, problems and SLA & coordinate with the NOC Manager.

**Tools / Applications:** Manage Engine IT360, HPOVSD, MS SQL Server

* **Project Title: LANDesk Product Management and Customization**
* Established Project Management Office at client site
* Training users & IT team at client side on LANDesk Products
* Provide consulting, supervise, direct, and monitor the product implementation.
* Coach, mentor and lead personnel within a technical team environment
* Maintain continuous alignment of project scope with project objectives
* SPOC for all technical issues related to LANDesk
* Providing technical inputs to pre-sales team.
* Helped clients identify ways they could use the software to make their individual business operation run more efficiently.
* Proposing appropriate product modules for addressing the customer requirements.
* **Projects Title: SD Reporting Tool**

Back End : SQL Server 2000

Environment : Visual Studio.NET and C#. Net.

Role : Designing and coding of various forms and Connecting with

Database

* **Project Title: GTL Infrastructure Management**

GTL IT Infrastructure Management Services consisting of Helpdesk Services, Desk-Side Support Services, Server Management, Network & Security Management, Mail Management, Backup & Storage Management and Asset Management Services.

**Tools**: HP Openview SD, SQL Server 2000, LANDesk Management Suite, Reporting Tools

**Role & Responsibility:**

* Conducting periodic service reviews with GTL officials.
* Manage the configuration, maintenance, support & optimization of all new and existing Servers and Network devices and communication links.
* Establish and maintain regular written communications for smooth functioning with GTL officials across branches
* Maintain network asset management, including maintenance of network equipment inventory and related documentation with proper Network Diagram.
* Maintain Monthly record of SLA and the incidence reporting jointly with Senior IT Manager GTL.
* Identify potential “process” outages, plan the remedies, and implement appropriate action plans.
* Organize weekly/ monthly review meeting with GTL officials, publish the minutes of the meeting and required action items, and take appropriate action.
* Ensure achievement of the set target of Customer Satisfaction Index.
* Analyze the performance of the services on following parameters, draw a trend chart to find patterns and plan the services accordingly:
  + - Server, network and application uptime
    - Incident Response Time and Resolution Time
    - Resolution time for Standard Change Requests
    - Repeat Incidents / Work

**Other Projects:**

* PMS Project

**Selected Successful Bids under Presales activity:**

1. Chhattisgarh SWAN TPA Bid
2. UP SWAN TPA Bid
3. HPCL Infrastructure Management Bid
4. Haryana TPA Bid

**June’06-Oct’06 worked with Robocom Business Systems PVT. LTD. , Mumbai as a Dot Net Programmer.**

**Company profile :** IT, Web Application, Document imaging, Software products and applications, GIS, Power solutions.

Web site : [www.robocomindia.com](http://www.robocomindia.com)

Head Office : C-111, Highway Park E-3, Thakur Complex, Kandiwali(East), Mumbai, India- 400093

The Projects Handled

Title: **E3C(Enhanced Credit Commodity Control).**

Client : **ACE (Audit Control And Expertise).**

It is a risk management company. Headquarter in Geneva and operated more than 33 countries with staff of 1800 qualified personnel, supported by a network of 97 agents.

[www.ace-group.net](http://www.ace-group.net)

Domain : Financial.

Duration:Since June’06 .

Back End : SQL Server 2000

Environment : Visual Studio.NET and C#. Net.

Team Size : 12.

Role : Designing and coding of various forms.

Description : This project takes care Risk Management. It is divided into

various modules like Master, Predeal (Country survey, Know Yours Customer’s Customer, Credit Support Approval and Request, Commodity Profile Specific, Commodity Profile Legal), Job file creation, Job file execution, Administration, Reports etc.

The project is basically 5-tier architecture as Front End (UI), Web Service, Business Façade, Data Access and SQL server database (access through only stored procedure).

The project handles following services:

Ace Pre-loan survey, Ace Collateral Management, Ace Field Warehousing services, Ace Agricultural Credit Management Services, Ace Audit Services, Ace Inspection Services and Ace STF Training Services.

**Projects**

Title: **New Honda Management System**

Back End : SQL Server 2000

Environment : Visual Studio.NET and C#. Net.

Role : Designing and coding of various forms and Connecting with

Database.

Description:New Honda is a dealer of the Honda Motorcycle and Scooter of

India for two-wheeler in Malda. The project handles everyday transaction of vehicles as well as parts and Accessories for New Honda. It manages all Distributors for parts and accessories and vehicles for HMSI. It maintains all customer details and their vehicle details like servicing date etc.

Title: Malda Auto (P) Ltd Management System

Environment : VB6.0 AND ORACLE8i.

Role : Designing and coding of various forms and Connecting with

Database.

Description:The project handles all transactions from Indian Oil Corporation

Of India to its dealers. It is about Servo lubricant (all lubricant products). It maintains stocks of warehouse and showroom. It maintains order details for customer as well as IOCL.

**Other Projects:**

Title:Benefits Web Application (MOC).

Environment:Visual Studio.NET (Asp.NET) and SQL SERVER 2000.

Role:coding for various forms.

Description:this project is about a medical insurance.

**PERSONAL DETAILS**

Father’s Name : Mr. Ram Prasad

Address : 300/1, D.H.Road Kadamtala Flat No. - F 1, Diamond Dwip Apartment

Kolkata - 700063

Passport No.: L9987312

Languages Known : English, Hindi and Bengali.