

Anant Agarwal

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JOB OBJECTIVE

A multi-faceted professional accustomed with proven management & technical skills; targeting senior assignments in Information Security IT Operations/Infrastructure Management/ Process Management with an organization of high repute

CORE COMPETENCY

- Information Technology
- IT Operations
- IT Procurement
- Service Delivery & Project Execution
- Client/Stakeholder Management
- SLA and Stakeholder Management
- Migration & Project Transitions
- Continuous Service Improvement
- Incident/Change/Problem Management

SOFT SKILLS

- Change Agent
- Collaborator
- Communicator
- Innovator
- Planner
- Thinker

Personal Details

- **Languages Known:** English, Hindi, Punjabi, Marathi and Bengali
- **Visa Status:** B1/B2 US Visa
- **Address:** Gurgaon, Haryana

PROFESSIONAL SUMMARY

- **A result-oriented professional, with nearly 15 years** of diversified experience in the areas of Information Security IT Infrastructure Services, Service Delivery & People Mgmt. across IT industry
- Currently working in management capacity as **National IT Head with Kuehne + Nagel Pvt. Ltd.**; heading a team of **60 DR+** Professionals for managing diverse functions including **Information Security, IT Infrastructure management, IT Operations & Procurement Management**
- Leveraging Monthly/Quarterly and Yearly meetings to showcase KPI's to CXO level.
- Creating and maintaining dashboards around Milestones achieved in all major programs/projects
- Managing and measuring Projects/ Programs around constraints of cost, timeline and schedule and quality.
- Developing internal business case around "New Technology Adoption", Information Security Standards and Cloud Adoption.
- Maintaining and updating "Risk Register" and using "Risk Mitigation Techniques" to overcome Risk and deliver successful projects/programs.
- Lead "Knowledge Measure" and Win-Loss Analysis reports for all projects.
- Lead all ISO compliance with external auditors (Big 4).
- Lead the compliance committee meetings and creating roadmap for removing all NC's.
- **Delivered 24x7 incident management / Service Desk / NOC/ Project support** to the clients related to any escalations. Delivered high-quality customer experience, elevated customer satisfaction while adhering to SLAs & work processes
- **Experienced in managing complete (medium to large size) project management activities**, ensuring timely deliveries as per defined quality standards; implemented project plans, risk assessments & contingency plans
- **Analysed information system needs**, evaluating user requirements, custom designing solutions & troubleshooting for complex information systems mgmt.

ACADEMIC HIGHLIGHTS

- **Pursuing:** PG Cloud Computing (Caltech)
- **2020 :-** MCA from HGU
- **2010:** B.A. from M.S. University

CERTIFICATIONS

- ITIL Foundation Certified
- Prince 2 Certified
- Six Sigma Green Belt
- SCRUM
- Automation Anywhere RPA Certified

WORK EXPERIENCE

Since Oct'20: Kuehne + Nagel Pvt. Ltd. as DGM – Information Technology

Key Result Areas:

- Managing Vendors /Internal IT Group / Transformation / Transition
- Defining IT services, process optimization opportunities and align with peer IT Managers globally to deliver improvements aligning to regional commitments and business requirements
- Delivering the timely and high-quality incident resolution focused on root cause analysis, prevention, and knowledge transfer of learnings from the issue
- Driving adoption of new and improved services, identify productivity challenges and develop and execute readiness plans to meet required targets and increase end user productivity
- Managing IT Infrastructure (Hardware, Software) & Global Support Services (Service Desk L1/2/3 & NOC & Application Support (L1), SAM, Licencing, Audit, Active Directory)
- Driving adoption of new and improved services, identify productivity challenges and develop and execute readiness plans to meet required targets and increase end user productivity
- Contributing towards the development of our IT service delivery strategic plans and roadmaps for each region
- Experience in analysis, implementation and evaluation of IT systems and their specifications
- Worked cross-functionally with Operations, Finance, and IT to define project requirements and timelines to implement various network-related projects, such as new site infrastructure deployments and technology integrations
- Supporting IT community & peers in managing outages and communicate with Service Management to evolve services and address issues
- Collaborating with peers, innovative ways for adoption and deployment, creating scenarios/case studies and anticipating/modelling how IT may be managed in the future
- Coordinated with various vendors for hardware delivery and installation
- Drive IT Discretionary budget planning process for assigned sites in collaboration with the respective groups in IT and local Finance teams across the Asia's region/Global
- Understood the client strategy, conceptualized & managed execution of solutions for clients; collaborated with various sub-teams (Automation, Installation, Security)
- Jointly review with the other IT Managers on Customer Satisfaction scores by country and develop an action plan to address issue areas based on identified IT Management components
- Contributed to formulation of strategies for IT project leadership and other functional areas
- Partnered with Enterprise Architecture, Site Reliability Engineering, and Application teams to develop creative enterprise-grade solutions on (AWS/ Azure)
- Driving adoption of new and improved services, identify productivity challenges and develop and execute readiness plans to meet required targets and increase end user productivity
- Supported and monitored the existing infrastructure, supervised preventative maintenance and backup as well as performed other regular support activities to ensure effectiveness

Mar'19 – Oct'20: Sears Holdings Corporation as Manager (L3) – Information Technology

Significant Highlights:

- Collaborating with other IT Teams to prioritize and plan the infrastructure and services roadmap for all Sears locations
- Implemented and managed all documentation to support processes and procedure for all areas of technical operations & Escalations
- Delivered timely and high-quality incident resolution focused on root cause analysis, prevention, and knowledge transfer of learnings from the issue
- Jointly review with the other IT Managers on Customer Satisfaction scores by country and develop an action plan to address issue areas based on identified IT Management components
- Handling IT Vendors for multiple sites
- Managed multiple teams from dual locations Core Support Service Desk (Level 1, 2, 3 – Hyderabad, Network & Voice Operations – Pune / Application Support (US Hoffman Estate)
- Enabling productivity through targeted “Work Smart” end-user Education
- Drive IT Discretionary budget planning process for assigned sites in collaboration with the respective groups in IT and local Finance teams across India and US in terms of Global Contracts

Sep'17 – Sep'18: OnProcess Technologies as Senior Manager –Global IT Operations

Significant Highlights:

- Envisioned, planned, developed and maintained technical/operational solutions to support the company business objectives
- Supported and improved all key processes responsible for – Incident & Problem Management case management
- Led over 80 heads globally who support Technical Operations (Level 1, 2, 3 Service Desk), Data & Network Operations, Application Support & Maintainace
- Spearheaded the Incident management discussions with customers, partners and stakeholders
- Implemented and managed all documentation to support processes and procedure for all areas of technical operations

- Worked collaboratively with product design and management personnel to design and operationalize new services
- Identified services and software solutions that improve efficiency of the services delivered by OnProcess Technologies
- Coordinated support for software or data integrity issues affecting the delivery of services
- Managed budget and controls expenses for the Technology Operations India based team
- Kept up-to-date on information and technology affecting functional area(s) to increase innovation and efficiency in the environment

Jun'16 – Sep'17: Cognizant Technology Solutions as Manager- IT Service Delivery

Significant Highlights:

- Led delivery and operations of Cognizant services consistent with the terms and conditions of the supporting program contractual instruments
- Collaborated with the support functions to run the lifecycle of the project and delivered as per agreed contracts
- Managed customer escalations from initiation through resolution
- Met and maintained SLA/OLA as per MSA for Service Desk (L1, 2, IM) with a headcount of 100+ heads
- Acting as the Single Point of Contact for customer interaction, communication, escalations, business review and delivery actions/challenges
- Liaised between vendor and customer for delivery the service and met the delivery expectation
- Assisted in the development of overall objectives and long-range goals for the Service Delivery Management Team

PREVIOUS EXPERIENCE

Nov'14 – Apr'16: Unisys Global Pvt. Ltd. as Account Manager- IT Delivery & Ops.

May'14 – Nov'14: Atos Global as IT Service Delivery Manager

Apr'11 – Nov'13: Mphasis (An HP Company) as Unit Manager- IT Delivery & Ops.

Nov' 09 – March' 11: Webmatrix as Asst Manager – Information Technology

Sep' 06 – Aug' 09 : Genpact – as Associate – IT