

# ROHIT SINGH

C-439, Mahaveer Zephyr,  
Kodichikanhalli, Bangalore-560076  
m: +91.7892.732.909  
rohitccnp@gmail.com



## PROFESSIONAL SUMMARY

*Vision-driven change agent with 16+ years of career-long record of IT and Cloud Project Management success*

Proven talent for aligning business strategy and objectives with established IT operations and Cloud IaaS program management paradigms. Steered Projects for Strategic customers ranging from \$10 M – \$100 M TCV. Growth-focused leader with expertise spanning Microsoft Azure, Amazon Web Services, Datacenter, Cisco Routers/Switches, VMWare, Citrix, EMC Smarts, InfoVista, MS Visio, MS Project, Jira, Scrum Master, IT technology support, program, project & transition management, system migration, training, cross-functional team leadership, people management, and technology solutions.

## PROFESSIONAL CERTIFICATIONS

- Certified ScrumMaster (CSM) in May, 2019
- Microsoft Certified in Azure Administrator Associate (Microsoft) in April, 2019
- AWS Certified Solution Architect – Associate (Amazon) in August, 2018
- AWS Certified Cloud Practitioner (Amazon) in July, 2018
- PMP (PMI) in August, 2014
- ITIL Expert (EXIN) in December, 2013
- PRINCE 2 Foundation (APMG), in August, 2013
- ITSM & ITIL Foundation in IT Service Management (EXIN) in May, 2013
- CCNA, CCAI (Cisco) in August, 2003
- MCP, MCSA (Microsoft) in December, 2002

## AWARDS AND HONORS

- 2019: Received DXC Technology Spot Award for successfully executing multiple projects spanning cross functional teams within first few months in the company.
- 2018: Identified as a future leader and undergoing the One year Vodafone Shared Services Discover Leaders Talent Programme in academic collaboration with London Business School, London.
- 2017: Awarded as Vodafone Enterprise Shared Services Path Breaker 2017 for developing and driving the program of Culture Change to support the wider program of Customer Experience Excellence in the vertical.
- 2016: Star Award winner in Vodafone Global Services for imparting stellar training in Project Management, ITIL and Creativity & Innovation.
- 2015: Recipient of Cognizant CBA for delivering value and savings being the Innovation Champ
- 2014: Awarded the prestigious Cognizant ITSM Tools Integration Award from the CEO of the NORDIC Client.
- 2011: Invited Speaker in four Indian Science Congress from 2011-2014.
- 2009: Awarded Citi Spot Award for leading the project of fine tuning the Oracle Database server in association with EMC and Oracle Support team which resulted in saving expense to the tune of US \$80,000.
- 2007: Received the most coveted Accenture ACE Award, 2nd Quarter 2007 for being the best performer in the ATIS Unit.
- 2005: Nominated for C&W Star of the Month in September 2005 for providing training to MNS team on supporting PIX Firewall.

---

## PROFESSIONAL EXPERIENCE

---

DXC TECHNOLOGY, BANGALORE, NOVEMBER 2018-PRESENT

### PROJECT / PROGRAM MANAGER IV

- Experienced in managing program life cycle working directly with business stakeholders.
- Demonstrated project management skills including project initiation, scoping, resourcing, scheduling, expense budgeting, risk management, communication and Project management experience in global environments.
- Accountable for delivering the desired business outcome and proactively driving business adoption of a given solution and meeting its technical and quality objectives in a timely manner.
- Manage business solution delivery life cycle by performing daily activities, issue resolution and communication across functional leaders, key business stakeholders, senior executive teams and project execution teams.
- Manage project financials including P&L. Provides reliable financial forecasts to the management.
- Manage mid to upper level client delivery relationships. Frequently represents the organization to external customers/clients.
- Ensure open communication within project team; ensures that project status, issues and successes are communicated to project governance and documented appropriately.
- Manage internal as well as external resources with a team size less than 20 people. Mentors and encourages skill development of project team members.

VODAFONE GLOBAL SERVICES, BANGALORE, JULY 2015- NOVEMBER 2018

### TRANSITION MANAGER

- Streamline reliable and consistent integration of new customers from Banking domain and new services for existing customers into the service centers; resourcing and business justification for support models encompassing technologies viz. Microsoft Azure, Amazon Web Services, Managed IP-VPN, Enterprise Vault, Cloud Connect & MobileIron Device Management.
- Led the Due Diligence and ITIL Service Design workshops with strategic customers across different geographies viz. in UK, Singapore, Malaysia and India.
- Influence and shape transition solutions working with the Pre-Sales team, Solution Architects and Service Architects thus contributing to proposal development.
- Demonstrate expertise in defining project objectives, benefits and success factor based on project requirements; develop & control Integration plan and it's deliverables throughout the Project life cycle.
- Operate at management level and take an equal and active role in the delivery of the business plan.
- Handle resource modeling and track recruitment with HR team.
- Track milestones and timelines regularly and keep the stakeholders updated using Microsoft Project.
- Highlight risks to Integration/delivery to the Program Team in a timely manner.
- Delivered comprehensive professional training to internal employees on Project Management, ITIL, Customer Centric Culture and Creativity & Innovation.

COGNIZANT TECHNOLOGY SOLUTIONS, BANGALORE, JULY 2013-JULY 2015

### ISMO LEAD

- Spearheaded the remote infrastructure management operations and teams catering to 24x7 IT Infrastructure operations/projects primarily revolving around Server, network, end user and database management in Retail domain.
- Established ISMO Service Management Capability formed high performing team, developed ITIL processes and assisted the CTS transition team in transitioning the Operations to BAU Delivery support from offshore.
- Interfaced directly with the Customer Management via regular governance touch point meetings, handled escalations and issues, conducted roadshows for Processes, and liaised between CTS Internal Delivery teams and Customer technology teams.
- Coordinated entire lifecycle of Resource hiring, which included onboarding, mentoring, training & cultivating a disciplined, high performing team focused on being a governing body to bring in maturity of processes for customer and Delivery excellence.

- Directed program management throughout the entire transition/setup of the complete ITSM ServiceNow IT management tool interfacing with the Customer requirement to map into tool BAU requirement and operationalizing with teams.
- Conceived and prepared Orientation Guide which was deemed a must followed practice for all Projects in the Transition domain.

IIBM & DR. ZAKIR HUSAIN GROUP OF INSTITUTIONS, PATNA, MAY 2009-JUNE 2013

#### **EXECUTIVE DIRECTOR**

- Conceptualized, developed, refined, executed and monitored the IT and Network upgrade project encompassing VPN, MPLS, High Speed Internet and LAN services deployment for more than 500 computers across 12 branches in Bihar, Jharkhand & Orissa.
- Streamlined the creation of the Centralized Service Desk for IT Support; initiated conversion and student Support right from its onset, hired and created the operation team, instituted processes and workshops across all branches of the organization.
- Strategized and led the group association with Microsoft in providing e-Learning solutions through Microsoft IT Academy Program and genuine Licensing solution at a low ROI through Microsoft Campus Agreement.
- Supervised the IT Team, managing Windows 2008 Server, Microsoft WSUS, Fedora, Squid Proxy Server, Cisco routers and switches along with Vendor Management for the organization.
- Migrated the legacy emailing solution to Google Apps for Education for better free email, sites, online document editing, storage, IM and video conferencing for students, faculty & staffs.

CITIBANK, SINGAPORE, AUGUST 2007-MAY 2009

#### **SENIOR EMC SMARTS ENGINEER**

- Managed the APAC EMC Smarts Administration and Deployment on Solaris servers.
- Chaired the Incident Management, Change Management and Problem Management team for the Smarts Infrastructure.
- Administered the deployment of DR site of APAC Region Smarts Infrastructure.
- Created and introduced ready to use Level 1 and Level 2 Support Documentation for EMC Smarts Engineers in India and Singapore.

ACCENTURE SERVICES, BANGALORE, JUNE 2006-AUGUST 2007

#### **SENIOR SYSTEM ANALYST**

- Executed deployment, administration, and support of Enterprise Management tools viz. Infovista, EMC Smarts, Cisco ACS & Voyence.
- Centralized information transfer from US Counterpart of Smarts, Infovista, Cisco ACS & Voyence in Accenture, Dallas.
- Refocused customization, deployment and troubleshooting of complex issues pertaining to Infovista after attending Training in Infovista, Singapore.
- Developed InfoVista Portal for VIN & IPT solution for new clients including customization with respect to Traps forwarding, peak utilization reports etc.
- Managed documentation, supervision of the work of Team members, training and handling escalation support calls and coordinate with Vendors to fix the faults.
- Upgraded Cisco ACS Production servers and resolved escalated calls related to TACACS/RADIUS authentications issues.
- Engineered and deployed Smarts IP Management Suite for a big Insurance company.
- Completed the Voyence application upgrade on Production servers with a minimal downtime.

CABLE & WIRELESS, BANGALORE, SEPTEMBER 2004-JUNE 2006

#### **NETWORK CONSULTANT & NETWORK INFORMATION ANALYST**

- Charted successful course of development in the Optimized Network Operations Centre which provided 24/7 support to manage and maintain MNCs network.
- Resolved network faults reported by users and proactively related with Circuits, ISDN, Voice Issues & PIX Firewall.
- Monitored Cisco based networks of MNCs managed by Cable & Wireless using industries best NMS products like Netcool, Smarts & Infovista.
- Troubleshot network faults of NMS & router reconfiguration.

- Consulted on the Pilot Project of Capacity Management for a big finance company's network to identify the number of routers and switches forecasting problems based on the excessive use of memory, link bandwidth and cpu utilization.
- Launched internal database driven website for our team using ASP and MS Access.

CISCO NETWORKING ACADEMY, ZHI, PATNA, FEBRUARY 2003-SEPTEMBER 2004

#### **CURRICULUM LEAD**

- Furthered personal education and talents at world class training at Cisco Academy Training Centre, IIIT Hyderabad for CCNA.
- Taught an exhaustive six months CCNA course designed by Cisco Inc, US consisting of theory, online learning and hands-on laboratory exercises in which students apply what they learn in class while working on actual networks.
- Conducted Management Development Programme for Small Industries Services Institute, Ministry of Small Scale Industry, Govt. of India on Management of Local Area Networks using Microsoft Windows 2000 in Patna.
- Served as Network Administrator for the Institute's network.
- Became the 21st Cisco Certified Academy Instructor of SAARC countries.

STP-IIBM EXPORTS DIVISION, PATNA, JANUARY 2002-FEBRUARY 2003

#### **NETWORK ADMINISTRATOR**

- Directed the planning, management, and troubleshooting of Ethernet networks and LAN links.
- Operated the Network Design & deployment of Cisco Catalyst Switches and Cisco 1700 series Routers.
- Identified and corrected myriad network performance problems, such as overload infrastructure, incorrect configurations and invalid topology issues.
- Utilized Linux, Microsoft Windows 2000/XP/98 to manage the network environment.

---

## **EDUCATION AND CREDENTIALS**

---

VODAFONE SHARED SERVICES DISCOVER LEADER PROGRAM, 2018

*London Business School, United Kingdom*

EXECUTIVE MASTER OF BUSINESS ADMINISTRATION (MBA) IN PRODUCT LEADERSHIP, 2018

*CMR University, Bangalore, India*

MANAGEMENT DEVELOPMENT PROGRAM (MDP) ON LEADERSHIP, 2011

*IIM, Ahmedabad, India*

MASTER OF SCIENCE (M.Sc.) IN E-BUSINESS, 2003

*Sikkim Manipal University, Gangtok, India*

POST-GRADUATE DIPLOMA IN IT(PGDIT), 2001

*Manipal Academy of Higher Education, Manipal, India*

BACHELOR OF COMPUTER APPLICATIONS (B.C.A.), 2000

*Makhanlal Chaturvedi Rashtriya Patrakarita Vishwavidyalaya, Bhopal, India*

---

## **ADDITIONAL INFORMATION**

---

**Date of Birth:** 31-Aug-1980

**Languages:** English and Hindi

**Business Visa:** UK till 2020

**LinkedIn:** <https://www.linkedin.com/in/rohitsingh31/>