ROHIT SINGH

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SENIOR IT PROJECT MANAGER
Enterprise IT Implementation ● System Migrations ● Cloud IaaS ● DevOps ● ITSM

Top Skills
- Project & Program Management
- IT Project Lifecycle
- Risk analysis and evaluation
- Client Relations & Vendor Mgmt.
- Team Building & Mentoring

Key Roles Performed
- Project Manager: 8+ years
- Business Leader: 2+ years
- Service Delivery Lead: 2 years
- Network Consultant: 3 years
- Cisco Curriculum Lead: 1.5 years

Industry Experience
- Banking – 5 years
- Telecom – 5 years
- Retail – 3 years
- Education – 4 years

HIGHLIGHTS AND ACHIEVEMENTS

- Committed Project Manager with firsthand experience of global markets and acquired cross-cultural communication skills while working in US, UK, Singapore, Hong Kong and Malaysia.

- Diligent project manager offering a proven record of success leading all phases of diverse technology projects; holding PMP, PRINCE 2, CSM, MBA, ITIL Expert, SIAM Professional AWS Solution Architect, MS Azure Administrator, CCNA & MCSA credentials.

- Plan and manage $10-$100 multi-million dollars projects aligning business goals with technology solutions to drive process improvements, competitive advantage and bottom-line gains.

- Leverage technical, business and financial acumen to communicate effectively with client executives like CTO, BU Heads and their respective teams.

- Adept in Agile and waterfall project management methodologies and proficient in usage of MS Project, MS Visio, Jira. Known for ability to produce high-quality deliverables that meet or exceed timelines and budgetary targets.

- Mitigated risk factors through careful analysis. Anticipated and managed change effectively in rapidly evolving global business environments.

- EXIN a leading independent exam and certification institute featured **my success story** on their website; have been Invited Speakers in many International Conferences; my article on **IT Setup for Institutions** has received 10K views in highly acclaimed IT portal Experts-Exchange.

- **DXC Technology Spot Award:** Received for delivery led growth initiative for outselling an add-on service to the customer while handling the Project Implementation of VPC to MS Azure Migration.

- **Vodafone Discover Leader:** For leading key strategic programs within Vodafone Shared Services was selected for modular eight months Leadership training program with London Business School, UK.

- **Vodafone Path Breaker:** Awarded for developing and driving the program of Culture Change to support the wider program of Customer Experience Excellence in the vertical.

- **Vodafone Star Award:** For imparting stellar training in Project Management, Microsoft Project, ITIL, Creativity & Innovation to UK, Budapest, Egypt and India colleagues from Transition & Transformation team.

- **CTS Service Now Integration Award:** Awarded the prestigious Cognizant ITSM Tools Integration Award for migrating the ITSM tool to Service Now for a key Nordic client in record time.

- **Citibank Singapore Spot Award:** $80,000 saving generated by leading the project of fine tuning the Oracle Database server in close collaboration with Oracle Support team and EMC.

- **Accenture ACE Award**: Received the most coveted Accenture Centre of Excellence award for successfully leading the single-handed deployment of Infovista Solution.

KEY PROJECTS

- **Molson Coors**: End to end Project Management to migrate & consolidate 9 SAP ERP environments, 966 Non-SAP applications, 2600 servers, 9 service providers, 5 data centers thus returning $38M annual savings to the client. Managing all project phases starting with preparing schedule, deep dive with application owners, t-shirt size approval, workshops with client, VMs provisioning using the Orchestration layer for VMWare, DR enablement, enabling all CIs on Service Now, cutover, testing & handover to Run team while keeping a tight control on the finance and weekly reporting to SteerCos.
- **BMW Autonomous Driving-vantage, Germany:** Project Manager for Network tower handling procurement, vendor management, IP restructuring for Data Analytics Platform with all HPE Servers/Network components, RedHat OpenShift, Containerization, MS Windows Servers & Linux.
- **KAEFER, Germany:** Successfully migrated the Active Directory, AAD, ADFS, SharePoint Farm, File Servers from Virtual Private Cloud to Microsoft Azure Platform while being instrumental in completing due diligence, resource allocation and tracking expense, runbook preparation and cutover plan walk-through and approval with Client followed with sign-off from Run team for taking over the support.
- **Tata Steel Europe:** Streamlined reliable and consistent integration of $70M TCV project covering enterprise support for Tata Steel Europe in Netherlands and UK Datacenters, Network Support for Routers/Switches/Firewalls, IP-VPN circuits, resource modelling, building the support team, testing and steady state readiness completion along with 30+ Vendor management.
- **Standard Chartered Bank, Singapore:** Transitioned the IP-VPN, AWS, MobileIron Device Management, Mail Archiving Platform support services. Collaborated with Solution Architects, Service Management, Operations team in building/executing the Project Plan to develop service model, performed gap analysis, designed the ITIL Processes as per the contract, hired, mentored close to 60+ support team professionals, tested the processes in agreement with Customer before the Go-Live. Tracked all the actions to ensure a successful Go-Live and governed the Team's performance to adhere to agreed SLAs.
- **Orkla ASA, Norway:** Held dual accountability for managing complex large-scale corporate IT projects including SAP migration, Service Now implementation and supporting DCs, Network, VMWare, Citrix, Storage towers for Nordic Retail giant; overseeing a team of 10 to deliver IT transformations. Successful implementation of the Transformation and Data Center Consolidation Projects gave us inroads to other Nordic customers.
- **IIBM & ZHI Group, India:** Strategized & led the group's ERP application development, email and collaboration tools while working closely with multiple vendors including Microsoft, Google, Sify, network upgrade projects encompassing IP-VPN, Windows and Linux servers, enabling Service Desk for IT Support for their 500+ computer systems across its branches in 12 cities.

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
- Streamlined 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.

- 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
- Held dual accountability for managing complex large-scale corporate IT projects and leading the Nordic Retail giant's IT process improvement practice, overseeing a team of 10 to deliver IT transformations.
- 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.
- 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.
- Conceived and prepared Orientation Guide which was deemed a must followed practice for all Projects in the CTS Transition & Transformation vertical.

IIBM & DR. ZAKIR HUSAIN GROUP OF INSTITUTIONS, PATNA, MAY 2009-JUNE 2013
EXECUTIVE DIRECTOR
- Project Managed the introduction and development of ERP application for managing the various institutions functions and collaboration with 10+ Universities which resulted with streamlining various tasks/activities for 7000+ students of the Group.
- 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.
- 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.
- 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.

CITIBANK, SINGAPORE, AUGUST 2007-MAY 2009
SENIOR EMC SMARTS ENGINEER
- Managed the APAC EMC Smarts platform and the Project managed the migration of EMC Smarts applications from Solaris to Microsoft Windows servers for the Datacenters in Singapore and Hong Kong.
- Successfully led the Project which generated $80,000 saving by fine tuning the Oracle Database server in close collaboration with Oracle Support team and EMC.
- Chaired the Incident Management, Change Management and Problem Management team for the EMC 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.

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.
- 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.

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.
- 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

DISCOVER LEADER PROGRAM, 2018
London Business School, United Kingdom

MASTER OF SCIENCE (**M.Sc.**) IN E-BUSINESS, 2003
Sikkim Manipal University, Gangtok, India

EXECUTIVE MASTER OF BUSINESS ADMINISTRATION (**MBA**), 2018
CMR University, Bangalore, India

POST-GRADUATE DIPLOMA IN IT(**PGDIT**), 2001
Manipal Academy of Higher Education, Manipal, India

MANAGEMENT DEVELOPMENT PROGRAM ON LEADERSHIP, 2011
IIM, Ahmedabad, India

BACHELOR OF COMPUTER APPLICATIONS (**B.C.A.**), 2000
M.C.R.P. University, Bhopal, India

PROFESSIONAL CERTIFICATIONS

- Scrum Alliance Certified Scrum Master in May, 2019
- Microsoft Certified in Azure Administrator in April, 2019
- AWS Certified Solution Architect Associate in August, 2018
- EXIN SIAM Professional in August, 2018
- PMI PMP in August, 2014

- EXIN ITIL Expert in December, 2013
- APMG PRINCE 2 Foundation in August, 2013
- EXIN ITSM & ITIL Foundation in IT Service Management in May, 2013
- CCNA & CCAI in August, 2003
- MCP & MCSA in December, 2002

ADDITIONAL INFORMATION

Date of Birth: 31-Aug-1980

Languages: English and Hindi

Notice Period: 2 months

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