

MANOJ M. SHERAMKAR

CCNA, CNE, MCSE

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"Invigorating business capabilities as versatile professional with Infrastructure Management & Server Administration background in multiplatform environment; drove service definition, measurement and improvement"

Targeting assignments in **IT Infrastructure Management** with an organization of repute preferably in **Mumbai**

PROFILE SUMMARY

- Versatile, result-driven IT professional offering **over 22 years** of experience in **Server Administration** and providing technical support; comprehensive understanding of **networking concepts pertaining to WAN / LAN**
- Excellence in ensuring **IT Security, maintaining hardware & software configuration**, networking devices administration; expertise in system maintenance in **multi-platform environments**
- Excellence in managing **configuration, maintenance, migrations of large scale engineering systems** and application software & hardware devices with a focus on systems / network administration including diverse networking set-ups
- Authored information security policies, procedures and guidelines, developed risk based audit strategies for the security infrastructure
- An effective communicator with excellent relationship management skills and strong analytical, leadership, decision-making, problem-solving & organizational capabilities

CORE COMPETENCIES

~Project Management
~Resource Planning
~Change/Incident Management

~IT Infrastructure Management
~System Administration
~Vendor Management

~IT Security Management
~Budgeting / Cost Control
~Team Management

IT SKILLS

- **Operating System:** Microsoft Windows 2003/2008
- **Servers:** Domain Server (DNS, DHCP, Active Directory, Group Policy, File & Print Server,) Norton Corporate Edition Server, WSUS Server, IVR Servers
- **Server Platform:** Intel Servers, Compaq Proliant Servers (ML, DL Series), HP (Proliant Series 140,320,360, 380, 385, 580), Blade Server, IBM 3650 Series
- **Others:** VM Ware 4.1, 5.1 & 5.5
- **SAN:** Hitachi AMS 2100

ORGANISATIONAL EXPERIENCE

Since Dec'15 Poonawalla Fincorp Ltd.(Previously Magma Fincorp Ltd), Mumbai as Manager - IT

Key Result Areas:

- Acting as **Zonal IT Manager**, managing overall service desk activities for 75 branches across Maharashtra, Gujarat and Rajasthan; as escalation point for Resident Engineers
- Reporting to Head IT Infrastructure on any issue that could impact the business
- Steering incident management and request fulfilment of the region on the Service Desk
- Understanding and coordinating client's needs / enhancements, customization of product accordingly
- Formulating strategies for the effective management, execution and delivery of programs
- Directing the development and management of infrastructure, annual budget and provisioning of detailed cost estimates for business, regional infrastructure and application projects
- Recommending changes to controls, processes, and procedures to improve operational efficiency
- Identifying the short comes on support extended to end users and advising the management on improvisation
- Adhering to set standards of Change Management policies and other corporate quality initiatives
- Producing statistics and management reports for the region
- Representing the region the Service Desk review meetings

- Interacting with senior members at branch offices and front-end the IT implementations
- Managing branch level windows based servers and New Branch Setup

Projects Undertaken:

- Completed EUC Every Green project for 1200 Laptops.
- Completed DLP software installation & AV- Kaspersky with HDD encryption through out West Zone.

Highlights:

- Coached staff from trainee level to team leaders on areas such as troubleshooting technical issues, managing incidence tickets, customer handling and so on
- Worked closely with Project Managers and stakeholders during the projects such as infrastructure upgrade to technologies like windows XP to Win 8
- Steered projects like Seclere, Oracle (Back office) Ver Upgrade, Antivirus Version Upgrade, Zsecler; implemented 10 Google Chrome (VC) devices in West Zone

Apr'14 – May'15 Serco, Mumbai as Assistant Manager –IT

Key Result Areas:

- Acted as SME and lead team of 10 L1 and 4 L2 Engineers
- Administered Setup of 540 Servers including 13 Domain Controllers, Websense (Proxy) & Local Applications across 7 locations
- Ensured Maximum Server uptime with Active Directory and Replication
- Steered Backup and Capacity Management
- Implemented Change Management as per Business requirements
- Closed VA points for internal audit points
- Managed Share Folder Server across all domains

Projects Undertaken:

- EMCO-Remote Shut Down for 7 Locations
- Centralized Syslog Server for respective domains
- WhatsUp Gold Monitoring software for all servers
- Migrated servers to Virtualization platform with OS Upgrade to Win 2008

Jan'08 – Apr'14 HSBC Invest Direct (India) Ltd., Mumbai

Growth Path

Jan'08 – Nov'10 System Administrator
Dec'10 – Apr'14 Assistant Manager Server & DC Support

Key Result Areas:

As Assistant Manager Server & DC Support

- Provided Support for Production (DC) and DR Setup of 250 Servers
- Managed all types of DC activities
- Steered centralize patch & software deployment through SCCM
- Ensured Backup and Capacity Management
- Extended support for Maximum Up Time for Trading Platform

Projects Undertaken:

- Steered integration with HSBC Bank
- Planned, implemented & maintained VM Ware setup for Production, DR and UAT Server Setup
- Implemented Windows NLB for Back - office Website
- Participated SQL Cluster Server project for 12 Application
- Planned, Implemented & Maintained Hitachi & HP SAN setup
- Managed Symantec VERITAS Backup 7.1 Up gradation
- Spearheaded SOC Monitoring Software Implementation
- Performed Ever greening of server platform

As System Administrator

- Worked as DSS (Distributed Support System) Head for PAN India locations and IT In-charge for Corporate Office
- Led a Team of 22 Engineers; provided support to 550 users with trading applications (ODIN, NSE Neat, BSE Bolt and other Local Applications)
- Managed IVR Server Setup of 4 Servers, Voice Setup - HO
- Implemented CWD project for all users
- Steered PAN India Asset Inventory

PREVIOUS EXPERIENCE

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|------------------------|---|
| Nov'04 – Dec'07 | Newel Systems (Fort), Mumbai as Network Engineer |
| Nov'04 – Apr'05 | ASK Raymond James (Worli), Mumbai as Residence Engineer |
| May'05 – Dec'07 | IL&FS Investsmartindia Ltd., Bandra Kurla Complex, Mumbai as System Engineer |
| Dec'98 – Oct'04 | Podar Education Complex, Santacruz (West), Mumbai as System Engineer |

PROFESSIONAL AFFILIATIONS

- Cisco Certified Network Engineer in 2001
- Certified Novell Engineer in 2000
- Microsoft Certified Systems Engineer in 2000

ACADEMIC DETAILS

- Bachelor of Information Technology from IGNOU in 2009
- Post Graduate Diploma in Computer Maintenance Engineering from Shri Bhagubhai Mafatlal Polytechnic (Mumbai Board) in 1998
- Diploma in Electronics & Video Engineering from St. Xavier's Technical Institute (Mumbai Board) in 1997

PERSONAL DETAILS

Date of Birth: 25th September 1979
Languages Known: English and Hindi
Address: 2/C/104, Asmita Mogra, Baptista Compound, Andheri(E), Mumbai-400093, Maharashtra