JAY PANDYA

**Prince2 Practitioner, ITIL Expert, OCP, CSSGB**

Email: jay.pandya@yahoo.com Phone: +91- 9008344554/9844486919

|  |  |
| --- | --- |
| **PROFESSIONAL PROFILE** | |
|  | * **Post graduate** with more than 14 years of extensive experience of Techno Management role with MNCs for Service Delivery and Infrastructure Operation management support as per ITIL Frame work and Project Management methodology. Extensive experience in designing business continuity and crisis management and planning solutions. Capable of working in a complex matrixed environment managing multiple stakeholders and multi geo virtual teams. * Proven ability to successfully analyze an organization's critical business requirements, identify deficiencies and potential improvement opportunities, and provide innovative and cost-effective solutions for enhancing reliability, stability and resilience of infrastructure, increasing revenues, and improving customer service offerings. * **People Management:** 8+years of experience directly managing large multimillion dollar teams / projects (Client Management along with managing hiring and retention, performance issues, appraisals, team motivation, leadership training/grooming, career progressions etc.,) * **Domain/Technical Expertise:** 10+years of experience of heading the Enterprise Database Team managing Mission Critical 24X7 Multi-Terabyte Oracle Databases in state of the art Data Centres consisting of multiplatform and hetero-functional servers. * **TRANININGS & CERTIFICATIONS:** * **Project Management –** **Prince2 Practitioner certified**. * **ITIL V3 2011 Expert certified**. * **OCP DBA 10g certified**. * **Six Sigma Green Belt certified**. * ISO 9000 Implementation Core Team Member and Certified internal Auditor. * Trained on Disaster recovery basics and how to implement effectively. |
| **PROFICIENCY FORTE** | |
|  | **TECHNICAL** |
|  | **RDBMS Versions:**   * Oracle 11gR2/10gR2/9iR2 including RAC, ASM and Data guard.   **OS Versions :**   * IBM AIX, Sun OS, HP-UX, Red Hat Linux and Windows Servers.   **Tools and Utilities:**   * TOAD, Quest PA for Oracle, OEM12c, SQL Loader, Export, Import, Enterprise Manager, Oracle DATAPUMP, BMC REMEDY, Oracle Grid Control.   **Applications :**   * Siebel CRM, Oracle ERP, Portal Billing, IBM Web sphere e-Portal, File-Net DMS, Telecom Mediation Systems, Data Warehouse & Data Mining, RAFMS Systems and Middleware Applications like EAI systems. |
| **EDUCATION** | |
|  | **Post Graduation:**  **Course : Senior Leadership Program (SLP)**  **University : Indian Institute of Management (IIM), Kozhikode**  Year **:** 2014-2015 (Pursuing..)  **Course : M.Sc. (I.T.)**  University : Karnataka State Open University. - Mysore.  Passing Year & Percentage : November 2003 and 69%  **Post Graduation Diploma:**  **Course : P.G.D.C.A. (Computer Applications)**  University : Saurashtra University, Rajkot.  Passing Year & Percentage : September 1999 with 68.00%  **Degree**  **Course : B.Sc. (Computer Applications)**  University : Saurashtra University, Rajkot  Passing Year & Percentage : March – 1998 with 75.28 % |
| **PROFESSIONAL EXPERIENCE** | |
| **Present Project :** | |
|  | * **Company :** **IBM India Pvt. Ltd.** * **Post Held :** **Sr. Technical Services Manager** * **Duration :** December 2012 to Present. * **Role : SSO (Infra Teams) & SDM Leader**   **Responsibilities :**   * Responsible for smooth migration & delivery of work during the incubator period by managing 70+ reportees (Direct/Indirect) supporting various SSO towers.   Completely accountable for all aspects of Resource Planning, Coordination / Liaison with Human Resource Management etc for the entire SSO team.   * Managing Team of Service Delivery Managers to ensure smooth delivery of Infra and applications supporting to client critical applications. * Ensure relevant governance / interlock with sending/receiving geo service lines on Transition/Transformation issues, Resource solution, Support models and SLA attainability. Interlocking with senior Management in to deliver process improvements for productivity enhancements and cost take outs. * Responsible for service delivery audit readiness , service quality, service delivery performance and drives service excellence. Client feedback and satisfaction assessment on a regular basis to identify areas of improvement. Ensures robust tools and - where relevant - technological platforms are in place to support customer environment and best service solution * Oversees the integration of all service delivery units and constantly improves the quality and inter-working of the whole ‘virtual’ service team, including other IBM service partners and suppliers to ensure a seamless end-to-end delivery of service for clients. * Provides support to new business opportunities. Takes an active role in bids and supports the transition and implementation of new business (including new service offers). Overseeing the BCP & DR planning & ensure successful participation by delivery teams during the DR drills.   **Previous Projects :**   * **Company : Mobily InfoTech Pvt. Ltd.** (<http://www.mobily.com.sa/>) * **Post Held :** **Sr. Data Center Leader** * **Duration :** April 2009 to November 2012   **Responsibilities :**   * SPOC from offshore for the Data Centre teams in all aspects of Resource Planning, Coordination / Liaison with Human Resource Management, Finance, Recruitment. Functionally led Global DBA team (India, KSA) supporting Mobily Applications. * Established and setup ITIL Processes – Capacity Planning / Management and Service Level Management Defining OLAs/SLAs/UCs. * Successfully handled the entire spectrum of functions related to execution of Global DBA Delivery projects and support. * Carried out detailed planning and scheduling to ensure execution of projects within time & budgetary parameters and tracked/monitored and controlled the closing of the project. * Globally handled Global Database Management Support related functions and implemented measures to enhance operational efficiency and optimize resource utilization. * Understand and analysis the application / management requirement and perform the Capacity planning from DBA perspectives and provide the required suggestion / action taken. * Delivering Leadership on escalations, Major Incidents and Critical catastrophic outages with ownership of meeting target agreed by the client. * Resolving all support and operational issues in liaison with project managers & business group and Meeting deadlines without compromising quality norms. * Led and motivated the team and set out performance parameters/ deadlines to ensure service excellence and adherence to quality standards. |
|  | |
| **Previous Projects :** | |
|  | **Company : Ciber Inc.**  **Client : Xerox Capital Service (XCS)**  **Post Held : DBA Tech Lead (Oracle)**  **Duration :** Dec 2006 to March 2009.  **Responsibilities :**   * Acted as Single Point of Contact (SPOC) for all DBA escalations and client interactions and successfully resolved the issue with in minimum time frame. * Led the team of 9 DBAs (6 Offshore in Bangalore and 3 Onsite in USA) and monitored the performance of the team to ensure adherence to service quality norms and enhance productivity and effectively handling of day to day operations and Database Maintenance Activities including database storage monitoring, user administration, performance tuning, and monitoring. |
|  | |
|  | **Company : Aarman Software Pvt. Ltd.**  **Client : Applied Materials Inc.**  **Post Held : Sr. Oracle DBA**  **Duration :** July 2006 to Dec 2006.  **Responsibilities :**   * Handled Oracle Database Operations and played a pivotal role in project planning, scheduling, defining resource requirements and end user requirements to ensure effective management of the projects. * Administer and maintain database security policies and procedures including compliance with SOX regulations, Database performance monitoring and capacity planning. Ensured compliance with the SLA's with regard to project progress and completion within specified parameters. |
|  | |
|  | **Company : Datamatics Limited.**  **Client : IBM INDIA & Unilever**  **Post Held : Sr. DBA & ETL Administrator**  **Duration :** November 2005 to July 2006.  **Responsibilities:**   * Played a key role in development and execution of database design and architect projects based on in-depth analysis of the business process and handled all aspects of Physical and logical DBA functions. Ensured adherence to oracle database security and compliance standards. Maintain the statistics of the license usage |
|  | |
|  | **Company : Allied Digital Services Pvt. Ltd.**  **Client : Torrent Pharmaceuticals Ltd.**  **Post Held : Program Manager & DBA**  **Duration :** September 2003 to November 2005.  **DBA & Program Manager Responsibilities :**     * Played a key role in configuring and setting-up new Database Instances; Importing & Exporting data, Physical Database Tables and Columns through ER Diagrams and Erwin Case Tool; creating and maintaining Database Objects; and application optimization. Handled DBA related functions for Various Applications and acted as single point of contact for service and support issues. * As a Program manager, I have to lead the team of 10 Engineers. Coordinating with the customer IT team for day to day to reporting as well as escalation and maintain their work comfort/balance levels. * Close monitoring of the SLA’s as defined in AMC contract between the customer and ADS. Vendors Management for different equipments installed at the customer locations. * Coordinating with WAN service providers and monitoring their performance for high uptimes on the WAN connectivity at client 22 CFA Locations. |
|  | |
|  | **Company : CMC Limited.**  **Client : ONGC Ltd. & Election Commission of Gujarat**  **Post Held : Asst. DBA. / Project coordinator**  **Duration :** December 1999 to September 2003.  **Responsibilities:**   * End to end execution of government projects and effective management of the complete project life cycle and handled designing, coding, implementation, System Integration Testing, User Acceptance Testing, Stabilization of System Performance, Maintenance of the System and Trouble Shooting using Developer 2000, Unix scripting, PL-SQL and Oracle databases. |
| **PERSONAL PROFILES** | |
|  | **Full Name** : Jay Prafullbhai Pandya  **Birth Date** : 21st July '1978  **Sex** : Male  **Lang. known** : English, Hindi, Gujarati, Marathi  **Passport**  : Available & valid up to May 2019. |