



## Overview

Strengthening business opportunity through strategic technology planning, enterprise roadmap and providing strategic direction on technology and technical architecture, designing, selection, evaluation and implementation.

**Location Preference:** Mumbai



+917498076158



kaiser@shaikhkaiser.in/  
shaikh.kaiser@gmail.com



<https://www.linkedin.com/in/shaikhkaiser>

# SHAIKH KAISER AHMED

## Senior Manager (IT Systems / Operations)

### Certifications

- AIX 5.3 Management Course, 2007
- Certified LANDesk Administrator, 2007
- CCNA 640-801 Cisco Networking Course, 2007
- Certified Microsoft Professional – MCP, 1998

### Education

- Masters in Information Management, 2017
- B.Sc. – IT, 2011
- Diploma Computer Hardware, 1992
- Diploma Industrial Electronics, 1991

### Core Competencies

Operations Excellence

IT Managed Services

Infrastructure Management

Customer Relationship Management

Product/ Project Management

Application Management

Pre-Sales Operations

Service Desk Operations

Team Management

### Profile Summary

- Holds 22+ years of experience in IT Industry with more than 15+ year's experience working in Pharmaceutical Industry with stringent validation controls for Servers, Client Workstations and Applications.
- Experienced working as Team Leader, helping Local Service desk teams to efficiently achieve the stringent SLA to be met for delivery of IT Assets and Service to end users, achieved 99.6% of SLA on SD Team deliveries.
- Experienced in working closely with the End Users - knowing their pain points and resolving issue with minimal efforts.
- Managing IT Vendors, so that they meet the set SLA for IT service deliveries and renew IT contract, if meets the IT Requirements.
- Leads solution development & evaluation process to strengthen IT Infra, IT Processes and Procedures.
- Develop long & short term, IT vision and plans.
- Define project structure and project phases with best IT practices.
- Evaluate IT needs, objectives goals and identify the need for IT Revamp.
- Developing plans for implementation of new IT projects, coordinating processes with leadership team.
- Creating KB Articles / Help Guides and Training Bibles - for Testing of Service-Now Modules.
- Provides Project Management oversight and guidance to teams and ensures that IT initiatives /projects are delivered to scope, timelines and budget.
- Develops, implements, and manages the overall enterprise process for IT Goals and Strategy.
- Managing the risk assessment, remediation and mitigation of associated risks for IT Projects.
- Conduct risk reviews and update the leadership team with overall IT security standards and steps to mitigate those risks.
- Evaluate New Technology and emerging IT Products for IT / IS Improvement.
- Maintains organization's effectiveness and efficiency by defining, delivering, and supporting strategic plans for implementing information technologies.
- Handling Service Delivery teams, Capacity Planning for IT Projects, Budgeting for IT CAPEX and OPEX.
- Assist project delivery teams for R&D IT Projects, Sizing of Servers and Backup strategy.
- Expertise in handling of escalations, resolving technical issues faced by Site IT admins for smooth functioning of their Site Operations.



### Notable Accomplishments Across The Career

- Felicitated with:
  - Memento from DHL for dedication showed during the 2005 Floods Mumbai where Engineers supported continuously for 72 hrs. at a stretch.
  - Memento received from Gary Holloway (MD Watson Inc. – India) after the successful roll-out of SAP ERP in 2008
  - Memento received from Gary Holloway (MD Watson Inc. – India) after the successful FDA Audit of Ambernath Plants in 2009
- Secured either OS (Out – Standing) or EE (Exceeds - Expectation) ratings during Annual Performance Reviews at Actavis / Allergan

Adaptable

Empathetic

Flexible

Innovator

Problem Solver

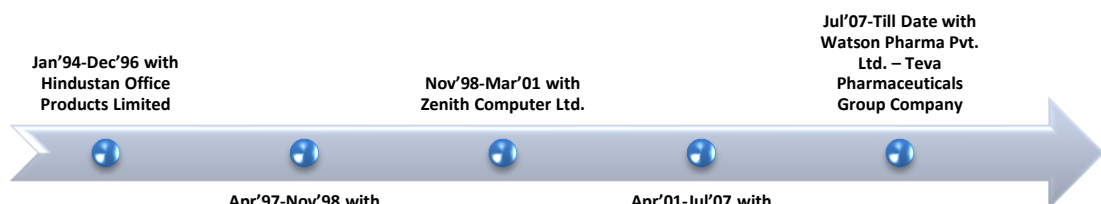
Planner

Thinker

## Personal Details

- Date of Birth:** 09<sup>th</sup> March 1973
- Languages Known:** English, Hindi Marathi
- Address:** 206, 4<sup>th</sup> Building, Navratna CHS, Jain Mandir Rd., Santacruz East, Mumbai - 400055)

## Career Timeline



## Work Experience

**Jul'07-Till Date with Watson Pharma Pvt. Ltd. – Teva Pharmaceuticals Group Company, Mumbai, as Senior Manager (IT Systems / Operations)**

Key Performance Metrics - Last 6 Years						
Legend:	Outstanding Performance	Successful Performance	Meets Expectation	Needs Improvements	Un-Acceptable	
Ratings:	2017 : OS	2018: SP	2019:SP	2020:SP	2021:SP	2022:SP

### Key Result Areas:

- Delivering large-scale, complex programs with a focus on technology transformation; collaborating with leadership teams to evaluate technology challenges.
- Managing IT Service Desk Operations for Mumbai Site – 350 Users, IT Assets & Delivery Service SLAs
- Leading a team of 6 In-house and 12 FMS Outsourced Engineers
- Executing Project Management and Capacity Planning for the IT related projects
- Designing IT Policies and Standard Operating Procedures for IT Department
- Interacting and providing evidence for IT Audits to internal and external audits for IT Compliances
- Motivating and patronizing colleagues for attaining the KRA Goals set each year
- Contributing in creation of LUNs and attaching the storage as per the requirements to various AIX, VMware-ESX and Windows Servers
- Maintaining the uptime and setting standards that meet the SLA requirements for various IT services like ISA Server, McAfee EPO (AV and DLP) Server, IMSS – Mail Scanning Server and (PDC) Domain Servers
- Assisting Global IT Team with consolidation on single domain structure after acquisitions of other pharmaceutical companies
- Contributing as Service Transition team member for smoot roll-out of Applications / Upgrades without impacting end users

### Highlights:

- Successfully implemented:**
  - Watson-India – Domain throughout the locations with DHCP, DNS and NTP configuration, 2007
  - Windows SUS Server Update Service throughout Watson-India Locations
  - Secured http (https) data transfer services between India and US Watson Offices
  - CSV (Computer System Validation) for above AIX and Windows Servers for SOX Compliance
  - Nagios Monitoring Tool for monitoring various Services / Links and Critical Equipment in year 2010.
  - DR Site at SIFY – Bangalore with active help from colleagues and higher management
  - VMware project for Hardware Consolidations and cost cutting for efficient hardware performance.
  - TSM Backup Solution for backup of all SAP and non-SAP Servers within the Backup Windows of 12 Hours
  - Project for migration of all SAP and non-SAP Servers from Data Centre at Corporate Office, Andheri to SIFY IDC at Airoli
  - Location Backup Project at all the 6 Watson locations in India
  - O.S. on P-Series 520, P510 and P-Series 550 Servers at DC as well as DR Site, from AIX 5.3 - TL3 to AIX 6.1 - TL6 for better performance in 2011
  - 19.5 TB Data from SAN Storage IBM DS4700 to IBM V7000 SAN Storage for upgraded performance in the year 2012
  - O.S. and Data from P-Series 520, P510 and P-Series 550 Servers to IBM P-series 740 Server for better performance in 2012
  - O.S. on P-Series 740 at DC and DR Site, from AIX 6.1 – TL9 to AIX 7.1 – TL4 for better performance in 2017



## Previous Experience

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- Apr'01-Jul'07 with Lauren Information Technology Pvt. Ltd., **Location** as Sr. Systems Engineer
- Nov'98-Mar'01 with Zenith Computer Ltd., **Location** as Sr. Customer Support Engineer
- Apr'97-Nov'98 with Green Rose Computer Services Pvt. Ltd., **Location** as Sr. Customer Support Engineer
- Jan'94-Dec'96 with Hindustan Office Products Limited, **Location** as Customer Support Engineer