

Technical Manager

SAMEER N. PATHAK

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IT Operations / Service Delivery Management / People Management
Aspiring for assignments with a frontline organisation.

Leveraged entrepreneurial ability and skills in translating corporate vision, to overcome complex business challenges and deliver on high-impact decisions. Adept in grasping the big picture, conceptualising, developing, implementing solutions & partnering closely with Business Leaders.

PROFESSIONAL BRIEF

- ❑ An astute professional with **nearly 10 years** of experience in IT Operations, Service Delivery Management, IT Infrastructure and Team Management.
- ❑ Expertise in IT Service Management based on ITIL guidelines managing multiple teams at geographically diverse locations, **extensively worked on ITIL**.
- ❑ **An ambassador of change with the distinction of successful business process re-structuring**, implementation of business solutions in organizations through thought, leadership and technical expertise.
- ❑ Proficient in managing development, deployment, operations and all end-to-end Projects, document and services and providing disaster recovery support through planned & scheduled back-up and restoring shared content, document, database and services.
- ❑ **Interfaced with top management for evolving strategic vision, driving change, infusing new ideas and taking enterprise system performance & productivity to next level.**
- ❑ **Proven track record in handling projects, value ranges from \$500,000.00 - \$20 Million and deploying Project Management fundamentals.**
- ❑ Knack for motivating large workforces for exceeding customer expectations in delivery of committed services.

SIGNIFICANT HIGHLIGHTS

- ❑ Leveraged skills and ability in rescuing a series of releases that were crisis-driven and stabilizing the process.
- ❑ Productively managed the transition from department's home grown development, new corporate methodology.
- ❑ Orchestrated leadership skills while establishing and maintaining IT Infrastructure and leading Application, Infrastructure & Network Security Team as well as building consensus among key thought leaders, developed transition plan and developing/ delivering training classes.
- ❑ Instrumental in the identification of new software's for betterment of processes / systems and selection, procurement, installation and commissioning of the IT infrastructure.
- ❑ Pivotal in scanning the environment & finding new developments in the area of Information Technology Propositions.
- ❑ Gained expertise in reviewing project progress/ performance, establishing milestones as well as ensuring deliverables on time and pivotal in handling multiple projects successfully.

CERTIFICATION / TRAININGS / ACADEMIA

- ❑ Certified in ITIL (Foundation) V3 / Trained on Six Sigma Definitions (Yellow Belt). Preparing for PMP Exam.

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- ❑ Microsoft Certified Technical Specialist (MCTS - SharePoint) / MCSD.NET.
- ❑ MBA in Project Management from MIEM, Mumbai in 2011.
- ❑ B.E. (Computer Engineering) from AIEM, Mumbai in 2006. Secured First Class.

CORE COMPETENCIES

MANAGERIAL

IT Service Management	IT Infrastructure	Service Delivery Management
IT Operations	Project & SLA Management	Change Management
Optimum Resource Utilization Solution	Disaster Recovery	Problem Identification &
Project Planning, Engineering & Execution	People Management	Internal Quality Systems Audit
IT Processes & Policy Formulation & Implementation		Project Management (PMP)

TECHNICAL

Microsoft Technologies	Windows SharePoint Service 2010 and .NET.
Servers	IIS (5.0/6.0/7.0), MOSS 2007, SharePoint 2010 and MS Exchange Server.
Languages	VB, C# and C++.
Databases	MS-SQL Server 2000/2005.
Web Tools	ASP.NET, VB.NET & HTML.
Virtualization Tools	ARCA, BDR, Sun V-Box & Microsoft Virtual PC.
CRM:	SIEBEL 07.3.
ERP	SAP.

EMPLOYMENT SCAN

Virstra-I Technologies Ltd., Pune, Nucleus Software
Aug'11

Since

Technology Head

Reporting to CTO / Vice President

Key Deliverables

- ❑ Spearheading a team of more than 50 resources and overseeing multiple projects for Shinsei Bank Tokyo (conceptualization to implementation).
- ❑ Responsible for development and management of budgets, hiring & training design staff, interface with staff and clients during project cycle as well as meeting milestone & delivery dates.
- ❑ Ensuring successful end-to-end delivery of IT Infrastructure projects using PMP methodologies across the Asia Pacific Region as well as handling project & resource planning and mobilization.
- ❑ Taking care of deliveries and resolving dependencies, change and client relationship management.
- ❑ Accountable for internal interfacing for project requirement.
- ❑ Overseeing the onsite resource training, optimization & job rotation.
- ❑ Adhering to timelines and delivering project within estimated budget and engrossed in preparing SLAs.
- ❑ Managed cloud computing projects on onsite location.

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Significant Highlights

- ❑ Attained 25% (approx.) improvement on product quality by taking initiatives and delivering three succeeding releases using formal development methodology, implementing vendor management processes that reduced personnel acquisition from 2 weeks - 5 days.
- ❑ Successfully deployed to help manage department's \$19 million capital budget for software development.
- ❑ Productively drove process simplification and streamlined reporting processes and efficiently decreased late purchase orders by 73%.

Mphasis, HP Company, Pune

Jul'10 – Aug'11

Senior Principle Infrastructure/ Project Lead

Reported to Service Delivery Head

Key Deliverables

- ❑ Directed a team of 20 members and worked in LOB Operations in IT Infrastructure Services Organization and tracked Team SLA & Performance.
- ❑ Involved and worked on IT Infrastructure Project Management and with Infrastructure Managed Services.
- ❑ Worked with Engineering, Product Management and Field Teams to track/ monitor progress right from client requirements to software delivery, field test activities, test activities with third party vendors and successful solution deployments.
- ❑ Provided complete management, coordination and facilitation support for projects related to multiple key customers.

Significant Highlights

- ❑ Efficiently managed a billable team size of over 35 and achieved SLAs >98%, drove internal & client review meetings as well as answerable on delivery failures.
- ❑ Successfully developed and managed team of 20 resources across locations.
- ❑ Demonstrated professional excellence in transitioning and delivery of all projects.

Zenith InfoTech Ltd., Mumbai

May'08

– Jul'10

Senior Server Engineer

Reported to Senior Technical Manager

Key Deliverables

- ❑ Led a team of 30 resources for the management of Managed Service Platform with SharePoint and accountable for Installation, Configuration & Service Support of Multiple Servers (System, Application, Database & Web).
- ❑ Integrated multiple services with SharePoint Services, including third party software, by developing workflow (Blue Spring Workflow) of the same.
- ❑ Observed, monitored and resolved all escalations evolving out of shared services.
- ❑ Executed routine team administration tasks and team building initiatives.

Significant Highlights

- ❑ Orchestrated leadership skills and implemented the following:
- ❑ Played a key role in managing development, deployment, operations and support of internal website and organizing approximately 20 teams for sharing content, document, data and services.

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- ❑ Actively engrossed and worked in presales for a well-known product called BDR (Business Disaster Recovery) and involved in product & client development, proposed multiple technologies as well as products to clients as per their requirement.
- ❑ Demonstrated excellence and looked after tool development (Conditional Monitoring Tool) for SharePoint server platform and supported service delivery for over 4500 Managed Service Providers in USA & UK.

PRECEDING ASSIGNMENTS

Sahir Projects	Jan'08 – May'08
Sr. SharePoint Administrator	
	<u>Reported to Project Manager</u>
Wipro BPO, Mumbai	May'07 – Jan'08
Technical Consultant for Microsoft	
	<u>Reported to Team Manager</u>
Creative Enterprise Solution, Mumbai	Jan'03 –
May'07	
Software Engineer	
	<u>Reported to Team Manager</u>

PERSONAL DOSSIER

Date of Birth	12 th November, 1982
Residential Address	1104, Siddharth Ganga Towers, Road No. 10, Kalyani Nagar, Pune – 411006
Languages Known	English, Hindi and Marathi