

Manish Rai

"16+ years of experience in the IT industry, transitioned from a field network Engineer to an Enterprise IT Solution & Project Manager and IT Manager managing complex IT Projects and IT Infrastructure Management and support. Highly Confident with Strong Planning, Analytical, Visualization & Problem Solving Skills"



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• PROFILE SUMMARY

- A results-driven Network Project Manager professional with extensive experience in the engineering, administration, and support of information systems. In-depth expertise in the implementation, analysis, optimization, troubleshooting, and documentation of LAN/WAN network systems. Proven ability to lead and motivate project teams to ensure success.
- In Depth Knowledge and hands-on-experience in implementing, troubleshooting, and managing Service Provider /Enterprise Network infrastructure.
- Enthusiastic, resourceful, excellent work ethic and prioritization abilities, developed through balancing rigorous deadlines and employment objectives throughout my career.
- Sound knowledge in maintaining and managing network equipment's involving a mix-and-match of networking products. Expertise in Project management, Design IT Infrastructure Management & Team Management.
- Strong communication, problem-solving and analytical skills, with ability to learn and apply new skills to meet organizational goals and objectives. Detail- oriented, self-motivated and very dependable.
- End to end Project Management for IT Projects involving Network, Internet, MPLS, and security, Cloud, System and Voice Infrastructure.
- Provide solution which will compliance as per the PCIDSS and GDPR standard.
- Achievement oriented professional with excellent people management skills and capability to manage change with ease

SKILLS

- Administration: Managing and monitoring the system, security and network infrastructure, providing expert level troubleshooting support and ensuring production documentation.
- Engineering: Proposing and implementing system enhancements including software and hardware updates that will improve performance and reliability of the network.
- Architecture: Defining, designing and implementing network solutions.
- Project Management: Technology Evaluation, Cost Containment/Budgeting, Vendor/Customer Relationship, Change Management Managing technical projects within the scope of the IT Infrastructure.
- IT Infrastructure: Designing MPLS IP VPN, Network Integration, Netfoundry, SDN with Telecom & ISP Network, VOICE, IT Security, IT- Infrastructure and Data Center Management, Citrix, Cloud.

EDUCATION & IT CERTIFICATIONS

- BSC (Information Technology) completed – 1st Sep 2013 – Vinayaka Missions University- Distance Mode
- MBA (IT) from Welingker University – Jan 2015 – Distance Mode
- Advance Diploma in computer Hardware & Networking (ADCHN) in 2002
- CCNA
- ITIL Foundation completed in 2013
- PRINCE-2 completed in 2013
- AZ 900 – Ms Azure Fundamental
- AZ 500 - MS Azure Security
- Pursuing for the PMP

CAREER TIMELINE

Broadlyne Info Service
(5th Aug 2003 – 27th May 2006)

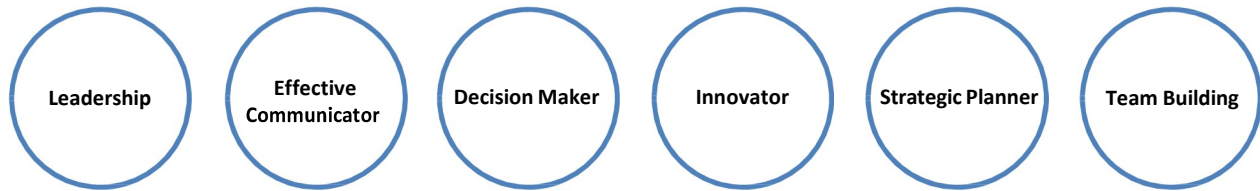
Airtel Enterprise services
(1st April- 2007 – Nov-2010)

Tata Consultancy Services
(2nd Dec-2015 - Till Date)

Kou-Chan Knowledge
(28th May -2006 –31st Mar -2007)

Essar Group
(11th Feb -2011 –25th Nov-2015)

- **SOFT SKILLS**

**WORK EXPERIENCE**

Tata Consultancy Services Ltd. (Dec 2015 – Till Date)

Designation: -Technical Project Manager

Role: - Technical Project Manager- Network

Client – Big Retail

Location – London UK – (Dec 2021 – Till Date)

- Developed overall master plan for the project Identify project components, teams involved, and inter-relationships between work functions and ensure engagement Network Design oversight and divide into addressable or prioritized segments Project management of various high-priority initiatives with the common objective of improving financial performance and operational efficiency.
- Handling the network automation project for the client and work as a Facilitated interface between the business units and internal business partners and the customer to coordinate the needed vision, direction, and execution of the programs.
- Tracked procurement and working with the procurement team to ensure procurement has been completed successfully.
- Performed a complete technical review of network design drawings using Visio versus contracted BOM and inventory.
- Served as a point of contact, providing accurate status updates and coordination of Network project implementations from the beginning to the end.
- Coordinate with the service provider for the status update of the link and understand the plan to upgrade the last mile infrastructure to support the Network Automation project.
- Having experience in Handling various large government and corporate Deals requests in form of RFP/ RFQ/ RFIs/ presentations, with complete Strategy for hardware and software requirement for a range of IT Product & Services.
- Analyze and define clients' business strategy and determine system architecture requirements to achieve business goals.
- Having Exposure of working in IT Infrastructure Managed Services Domain for providing solutions to various Financial, Enterprise and Government customers
- Interfacing with client Representative and opportunity owner to analyze and map requirements in order to draft viable proposals.
- Maintaining a strong relationship with OEMs and partners.
- Formulate strategic plans for component development to sustain future project objectives.
- Gather detailed business requirements and use cases and translate technical specifications into product requirements.
- Create team strategies and establish project scopes of work; communicate project deliverable timeframes and benchmarks to clients.
- Will work with sales personnel to provide product, business, and technical knowledge in support of pre-sales activities Ensure strict commercial change control to manage deviations from agreed transition plan.
- Develop data architecture design to facilitate targeted customer analysis.
- Suggest architectural improvements, design, and integration solutions, and formulate methodologies to optimize object-oriented software and database development.
- Understanding business and technical problems addressed by the products including key regulations, business drivers, evolving business needs etc
- Adhere to relevant controller processes to mitigate risk associated with resource, delayed project phases, missed deadlines and other planning issues.
- Ensure commercial project milestones are agreed and published and that invoices are raised with reference to these dates and/or on completion of deliverables.
- Monitor the transition project to ensure issues are resolved in a timely manner and the appropriate corrective actions are implemented.
- Reviewing the outcomes of the service transition projects to determine any corrective actions that could be taken to improve future delivery in terms of cost, quality, time, and customer satisfaction.
- Interact with client organizations to align transition plan and reporting approach.
- Providing Infrastructure and transition inputs during RFP received across domains for both application & infrastructure solution.

Transition & Solution Key highlights:

- Global MPLS cloud with highly resilient, redundant & robust connectivity.
- IZO MPLS solutions proposed for the different customer.
- Work on the solution for one of the USA based retail customer to provide the PCIDSS compliance architecture.
- Connectivity solutions based on complete redundancy having dual router, dual last mile & dual PoP.
- TCS voice infrastructure and 3rd party hosted platform (TCL, Airtel, and Telstra).
- Interacted with multiple vendors' onshore / offshore location and negotiated for best quotes.
- Design the Dedicated infrastructure solution for the Manufacturing customer with the required security control.
- Palo Alto Prism Access cloud for Work from Home users.
- Design TCL vUTM solution to enable SBWS (Secure Border workspace solution) for one USA based power company
- Part of the ISE- Identity service engine solution for the TCS corporate network
- Done the POC for TCS Netfoundry connectivity solution.
- Wan Expansion for UK based retail customer in 300 store and 10 HO.
- SDWAN rollout in the store.

Essar Group. (Feb 2011 – Nov 2015)

Designation: -Manager

Role: - Solution and Project Manager.

- Responsible to the CIO/ CFO for various aspects of strategic IT planning, IT delivery & governance, IT implementation & business support, also helping to improve the performance of IT and improve service levels agreement (SLA) to business expectations.
- Developing key performance indicators to track the effectiveness of IT services within the company and then regularly reporting on these to leadership figures.
- Completing IT general audits to ensure standards meet compliance criteria.
- Developing positive relationships with IT suppliers and third part partners.
- Reporting and acting upon all and any IT security breaches and ensuring the security of data, network access and backup systems
- Have a 'Can do' attitude and always delivering on tasks though to a conclusion.
- Comfortable with working with a range of business experts, execs and senior managers.
- Strong experience of IT Management and directorship from a strategic and coaching level
- Managing end-to-end delivery of IT projects from Project Initiation to Closure
- Requirement Gathering & Due Diligence of IT Requirement from Customer and Business team.
- Analyze & Validate the Proposed IT Solution, Costing Sheet, Bill of Material received from the IT Solutions Team
- Seek Customer Sign off on IT Solution Document, Project Scope & RACI to initiate the Project
- Preparing the detailed Project Plan, assigning ownership and dependency to work task
- Managing people for project involving department or cross functional teams focused on the delivery of the projects from initiation to closure state
- Weekly report sends to Top Management of Customers to discuss status of the project.
- Manage external vendors/partners for IT implementation & support Providing technical support to the team during the project phase,
- Evaluated various Technology / OEMs for different Technology initiatives by discussion and performing LAB tests, analysis and by performing POCs.
- Responsible for analyzing all Network Requirements and evaluating new Product & technology which are beneficial to organization to save cost and enhance the productivity
- Coordinate the IT function with the cross functional teams like business teams, software consultants & proof of concepts (POC) from the vendors on baseline as per business requirements. Actively involve the system design, discussion on potential risks, impacts, defects, benefits through various alternate solution options. Involved in discussion on Solution Architecture & design.
- Actively involved in the Business Requirement Analysis, Business Impact Analysis. Review & guidance on finalizing the business process requirement / business blue print/ process definition documentation. Assist for gap/ risk analysis to identify the business critical and high risk areas and provisioning solution to mitigate the various risks.
- Acts as a liaison between business users & technical IT team to ensure technical work aligns to business functional expectations. Coordinate effectively with business process owners, business user groups and external vendor etc. Coordinate with various teams by providing direction, work resources, creative cost effective solutions till the successful completion of IT project.
- Responsible for effectively introducing and integrating new IT technologies to the business benefit. Increase business user productivity through IT application development & deployment & improve application usage to the business benefit.
- Builds and maintains vendor relationships and manages the purchase of hardware and software products.
- Making cost effective recommendations for improvements on the existing IT infrastructure setup

Projects Executed

- Design the Entire Network with Redundancy for High Availability.
- International office It Infra setup: Designed Data Center at remote place for Disaster Recovery and High Availability.
- Implemented IT-Infrastructure Including Secure Wireless Network, VSAT, MPLS, Voice, Video, ACS, and CCTV as backup Solution, IPS and Firewall at Network Perimeter etc.

Airtel Enterprise Services. (May 2006 – Oct 2010)

Designation: -Sr. Executive

Role: - Team Lead- L2 Engineer- Network

- Adhering to Project Management principles. Sending project scope, project plan, and weekly updates.
- Proficient in ISP service (Leased Line, Leased Internet DIA, ELL, L3VPN, MPLS VPN, E1PRI) Assurance and support and Service delivery & Broadband & ISP project execution, Leased Wire-Line Services Solution Designing
- Regular review of projects and ensuring smooth movements of Projects, Managing scope of work, Handling Escalations, arrest Issues and share the Project Learning's
- New Order Validation w.r.t Screening for Mandatory Documents, Viable Feasibility, Cost Justification and Possible Deliverables, Follow up with Internal Teams & Vendor ,and Ensuring End to End Service Delivery
- Awareness among the Client Base, about the Network Up gradation, Facilities, Resiliency, Enhancement of Network Architecture.
- Managing a team of engineers who provide network support to customers.
- Responsible for solving all networks related problems at Customer Setup
- To provide solution on MPLS VPN and Internet related problem to customers.
- To Provide Support to Lease-Line and ISDN BRI/PRI Customer
- Co-ordination with various service providers like TTML, TPC, TULIP IT, VSNL, SingTel etc.
- Resolving complaints of customers with minimal downtime.
- Trouble shooting on various technologies like MPLS, ATM, FR, IP VPN, CC, CES, VSAT etc.
- Co-ordination with different solution providers for troubleshooting for last mile issues and wireless problems
- Coordinate with the internal team for any issue raise by the customer on the satellite connectivity.
- Airtel providing the connectivity to the customer for remote office over VSAT and during the issue raise by the customer we need to support them and provide proper resolution.

Broadlyne Info Services (Aug 2004 – May 2006)

Designation & Role: - Senior Networking Engineer.



PERSONAL DETAILS

Residential Address: - 204 Shivam Tower Evershine City Vasai Road Vasai East-401208

Marital Status: - Married.

Date of Birth: - 1st Jan 1981.

Passport Number: - L4811966.

Languages Known: - English, Hindi