

Career Précis

- ↳ Result Oriented Professional, **MBA in Systems** with **over 18+ years** of progressive industry experience performing various roles in IT, entailing:
 - Network Operations
 - IT Operations Management
 - Infrastructure Management
 - People Management
 - Data Center Management
 - ITIL Framework
- ↳ Solution driven IT leader experienced in leading managers responsible for deploying and managing IT Infrastructure (entailing End User Device Management, Service Desk, NOC, Server, Network and Telecommunication infrastructure)
- ↳ Deft project management professional with demonstrated ability to lead projects from planning through execution under pressure of fast-paced, time-sensitive environments
- ↳ Proven track record of leading global teams, driving change and provide motivation for achievement of business goals
- ↳ Excellent communicator, fluently speaks the languages of both people and technology, blending technical expertise with exceptional customer service skills; adept at juggling multiple tasks in a high pressured environment
- ↳ Problem-solver with keen ability to resolve people and technical issues
- ↳ Excellent mentor, guide, friend and boss to a team with diversified profiles in terms of age, experience and knowledge
- ↳ Possess broad competence in strategic management with the distinction of driving new IT initiatives, contributing in designing corporate infrastructures in achievement of organizational objectives

Employment Recital

Amazon Development Center (I) Pvt Ltd, Hyderabad, TS Current Position: Manager, Support Engineering	since Apr'19
Amazon Development Center (I) Pvt Ltd, Bangalore, KA Manager – Global Network Operations	Nov'16 – Apr'19
Invesco Hyderabad Pvt. Ltd., Hyderabad, TS Manager – Network Services	Oct'12 – Nov'16
Convergys India Services Pvt. Ltd., (Atria), Gurgaon, HR Manager – Network Services	Dec'09 – Oct'12
Convergys Information Management (I) Pvt. Ltd., Hyderabad, AP Manager – Network Services	Jun'04 – Dec'09
Belvedere Information Systems & Co-Technologies Ltd., Indore, MP Network / Systems Administrator	Oct'00 – Mar'04

Trainings & Certifications

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| ↳ ITIL V 3.0 Service Operation | ↳ CCNP – R & S Trained |
| ↳ ITIL V 3.0 Foundation | ↳ CCNP – Security Trained |
| ↳ Trained on AWS Certified Advanced Networking | ↳ Trained on AWS Certified Cloud Practitioner |
| ↳ PMP Trained | ↳ Six Sigma - Yellow Belt |

Skillset:

↳ IT Infrastructure

Current assignment:

- Site IT Leader, leading multi discipline teams of highly technical engineers responsible for building and supporting IT Infrastructure for Amazon Go stores globally
- Escalation point for High Severity Incidents, liaison between business and technical leadership
- Responsible for review and approval of CoEs and Root Cause Analysis for business impacting incidents
- Responsible for review and approval of high impact technical changes having wider blast radius
- Establishing and maintaining healthy relationship with Engineering, Development and business leaders
- Implementing standard operating procedures and delivering IT services per defined SLAs / OLAs

Previous assignments:

- Worked as a Site IT Leader and Network Operations Manager in Amazon, Bangalore to establish and lead multi discipline teams of highly technical engineers responsible for building and supporting Network Infrastructure for Amazon fulfillment centers, globally
- Worked as Manager, Global Network Services, leading managers and Sr Network Engineers responsible for high network availability for Invesco's Offices globally in a 24x7x365 environment
- Worked as a Site IT Leader, front ending IT Operations for Convergys's one of the largest site (user base of ~3500) in India, comprised of data n/w, voice n/w, Servers and end user computing
- Managed IT infrastructure for the Software Development Center at Convergys Hyderabad (user base of ~1400) comprising of data n/w, voice n/w, Servers and end user computing
- Responsible for internal IT Audits and coordinating client IT Audits to ensure program's IT compliance
- Responsible for budgeting Capex and Opex for the infrastructure under responsibility

🔗 **People Management**

Hire and Develop the best:

- Responsible for hiring the best pool of talent to support critical and complex Infrastructure
- Develop and retain talent by keeping the staff highly motivated and interested in the work they do

Talent Management:

- Responsible for talent review for the team and loyalty programs linked to reward management

Projects Handled:

Amazon Development Center (I) Pvt Ltd

- 🔗 Built a L3 team of Sr. N/W Engineers, managing Wired and Wireless N/W of Amazon Fulfillment Centers, globally
- 🔗 Built a team of L1 and L2 Engineers to Implement and support IT Infrastructure for Fulfillment Centers Globally
- 🔗 Responsible for deployment of Network for Large Fulfillment Centers in APAC (Japan, India, Dubai, Australia)
- 🔗 Responsible for deployment of Small Site Network Stack for Small Sites (Sort Center and Delivery Stations)
- 🔗 Implementation of High Severity Incident Management process to minimize service downtime with rapid recovery
- 🔗 Aligned resources required to support mission critical infrastructure for business during peak season
- 🔗 Responsible for conducting Monthly and Quarterly Business Reviews with service partners

Invesco Hyderabad Pvt. Ltd

- 🔗 Headed a team of N/W Engineers responsible for upkeep of high network availability for Invesco's offices globally
- 🔗 Led IT Infrastructure build-out for Invesco offices in Hyderabad
- 🔗 Deployment of F5 load balancers and protected circuits for datacenters for high availability
- 🔗 Responsible for maintaining DR plans for centers with periodic failover tests
- 🔗 Responsible for conducting Monthly and Quarterly Business Reviews with service partners
- 🔗 Executed projects on network infrastructure refresh, and service improvement for Invesco global locations

Convergys India Services Pvt. Ltd

- 🔗 Replacement of Core N/W infrastructure for high availability
- 🔗 Setup of Isolated networks for financial business clients per compliance
- 🔗 Participated in internal and external audits for businesses supported from the center

Convergys Information Management (I) Pvt. Ltd

- 🔗 Wireless network deployment for the center
- 🔗 SSL VPN deployment for to meet BCP requirement for the center
- 🔗 Setup of Audio Conferencing Facility using VoIP Technology
- 🔗 Led IT Infrastructure build out for new buildings in Hyderabad
- 🔗 Led the merger of DigitalThink with Convergys from IT infrastructure and process perspective

Scholastics

- 🔗 MBA - Systems
- 🔗 BCA (Bachelor of Computer Applications)
- 🔗 PGDCLR&IPR (Post Graduate diploma in Cyber Law and Intellectual Property Rights)