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SUMMARY

Seasoned IT professional with exceptional leadership and project management skills. Well-organized, systematic and diplomatic in building consensus and spearheading teams. Specialize in IT Infra And Security planning and implementation. Results-focused, SR.IT Manager with 24 years of proven success in developing and leading cross-functional technical teams to execute and deliver major technology initiatives. Demonstrates expertise in VDI, desktop, remote access, thin clients and video conferencing. Highly-effective communication facilitator and contributor to key partnerships, projects and collective team objectives across, telecom, network, hosting, security, governance and vendor management to achieve positive impact on all business outcomes.

SKILLS

- Information confidentiality
- Risk mitigation planning
- Team Collaboration
- Virtualization
- Business Analysis
- Team Development
- IT service management
- Documentation And Reporting
- Technical leadership
- Technical Troubleshooting
- Disaster Recovery
- Information Security
- Documentation Management
- Network Administration
- Change Management
- Reliability
- Interpersonal Skills
- Problem-Solving
- Teamwork and Collaboration
- Project Coordination
- Software licenses and patches
- Relationship Building
- Written Communication
- Team building
- Equipment procurement
- Problem-solving abilities
- Staff hiring
- Project Leadership
- User Support
- Requirements Analysis
- Multitasking
- Time Management
- Infrastructure Planning
- Professionalism
- Self Motivation
- Budget Control
- Decision-Making

EXPERIENCE**SR.IT.MANAGER**, 07/2023 - Current**Arman Financial Services Limited** , AHMEDABAD, IN

- Coordinated disaster recovery plans to minimize downtime during system outages or malfunctions.
- Created detailed documentation for software, hardware, and network configurations.
- Worked closely with vendors to negotiate contracts and select appropriate products or services.
- Monitored system performance and identified areas for improvement.
- Developed and implemented IT policies and procedures to ensure compliance with industry standards.
- Established security protocols to protect data from unauthorized access or modification.
- Ensured all components are compatible with existing systems prior to implementation.
- Identified opportunities for cost savings through improved efficiency in IT processes.
- Implemented strategies for improving customer service levels through enhanced use of technology.
- Evaluated emerging trends in information technology to recommend upgrades or improvements.
- Resolved conflicts between different stakeholders regarding IT projects.
- Analyzed user needs and developed specifications for new systems or modifications.
- Provided technical support to end-users on a variety of issues.
- Maintained up-to-date knowledge of relevant technologies and equipment used in the organization.
- Monitored system performance and identified areas of improvement.
- Oversaw the development of databases, websites, intranets, extranet's, and mobile applications.
- Assessed current infrastructure capabilities against future requirements.
- Conducted research to identify new technologies that could improve operations.
- Trained staff members on various aspects of computer usage and software applications.
- Performed regular system audits to identify potential risks or vulnerabilities.
- Managed the installation, configuration, maintenance, and troubleshooting of network systems.
- Supervised lifecycle processes pertaining to IT framework.
- Developed and maintained processes and technology roadmap to achieve business objectives.
- Maintained strong knowledge of applicable regulations to guarantee that designs, operations and IT systems met those requirements.
- Developed and implemented system lifecycle methodologies to produce systems of high quality.
- Recommended hardware and software acquisitions to help users assess needs and justify equipment and services.
- Maintained close connection with project personnel to quickly identify and resolve problems.
- Supervised and oriented computer operator trainees, both onsite and remotely via internet and intranet, promoting full staffing with trained and knowledgeable employees.

- Identified and acted on opportunities to improve and update software and systems.
 - Kept project teams on-task with proactive control of budgets, schedules and scopes.
 - Controlled operational IT budget and expenditures within department parameters.
 - Globally managed several satellite IT locations, maintaining secure and operational corporate infrastructure.
 - Met with stakeholders to collaborate and resolve problems.
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IT MANAGER, 03/2021 - 06/2023

Entigritiy Pvt .Ltd, AHMEDABAD, IN

- Controlled operational IT budget and expenditures within department parameters.
- Met with users, vendors and technicians to determine computing requirements.
- Examined metrics and prepared IT project progress reports.
- Managed backup, user account and helpdesk systems.
- Provided company users with tech support for IT problems and account maintenance.
- Met with stakeholders to collaborate and resolve problems.
- Maintained knowledge of advances in information technology systems and applications.
- Developed project metrics to follow system build-out progress.
- Developed and implemented system lifecycle methodologies to produce systems of high quality.
- Supervised and oriented computer operator trainees, both onsite and remotely via internet and intranet, promoting full staffing with trained and knowledgeable employees.
- Developed and maintained processes and technology roadmap to achieve business objectives.
- Maintained close connection with project personnel to quickly identify and resolve problems.
- Recommended hardware and software acquisitions to help users assess needs and justify equipment and services.
- Identified and acted on opportunities to improve and update software and systems.

IT MANAGER, 02/2017 - 03/2021

KomalTex Fab Pvt.Ltd, AHMEDABAD, IN

- Assessed current infrastructure capabilities against future requirements.
- Oversaw the development of databases, websites, intranets, extranet's, and mobile applications.
- Trained staff members on various aspects of computer usage and software applications.
- Resolved conflicts between different stakeholders regarding IT projects.
- Created detailed documentation for software, hardware, and network configurations.
- Developed and implemented IT policies and procedures to ensure compliance with industry standards.
- Coordinated disaster recovery plans to minimize downtime during system outages or malfunctions.

- Performed regular system audits to identify potential risks or vulnerabilities.
- Collaborated with other departments to develop innovative solutions for complex problems.
- Identified opportunities for cost savings through improved efficiency in IT processes.
- Managed the installation, configuration, maintenance, and troubleshooting of network systems.
- Established security protocols to protect data from unauthorized access or modification.
- Provided technical support to end-users on a variety of issues.
- Monitored system performance and identified areas of improvement.
- Maintained strong knowledge of applicable regulations to guarantee that designs, operations and IT systems met those requirements.
- Identified and acted on opportunities to improve and update software and systems.
- Supervised lifecycle processes pertaining to IT framework.
- Recommended hardware and software acquisitions to help users assess needs and justify equipment and services.
- Developed and maintained processes and technology roadmap to achieve business objectives.
- Supervised and oriented computer operator trainees, both onsite and remotely via internet and intranet, promoting full staffing with trained and knowledgeable employees.
- Assigned and reviewed work of IT project managers, systems analysts and developers.
- Communicated relevance of organizational goals, policies and procedures to IT department staff.
- Procured IT resources for strategic and operational computing requirements.
- Developed project metrics to follow system build-out progress.
- Created centralized management capability by integrating warehouse management software applications.
- Maintained knowledge of advances in information technology systems and applications.

SR TECHNICAL HEAD , 03/2017 - 11/2018

IIHT ITD (DAVE ASSCIATE), AHMEDABAD, IN

- Collaborated with other departments to ensure integration between different components of the system.
- Defined strategies for continuous improvement initiatives that involved automation of manual processes.
- Trained new hires on company policies, procedures, processes and tools related to software development life cycle.
- Managed resources across multiple projects by tracking progress, resolving conflicts, and meeting deadlines.
- Gathered feedback from stakeholders to improve product design and development process.
- Designed unit test plans for new features and functionalities based on user stories or specifications.
- Participated in architectural discussions related to scalability of the product in order to support growth projections.
- Assisted customers during selection process and helped choose perfect products

- to meet individual needs.
- Forecasted sales for different accounts and managed inventory to ensure sufficient products at each site.
 - Planned and followed through with inventory management for each store.
 - Cross-sold additional products and services to purchasing customers.
 - Built strong, professional relationships through identification of client needs, which increased overall sales and opportunities.
 - Listened to customer needs to identify and recommend best products and services.
 - Met with store managers to discuss product needs, accomplish sales goals and facilitate sales growth.
 - Developed relationships with customers and presented promotions that increased shelf space, sales and profit.
 - Negotiated and closed deals with minimal oversight.
 - Cultivated professional client relationships by asking appropriate questions, identifying needs and providing insightful information regarding products.
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SR.TECHNICAL HEAD /CO-ODINATOR, 01/2014 - 04/2017

Jetking infoTrain Ltd, AHMEDABAD, IN

- Job Responsibilities: Technical and infra development management students and staff training upgrading to staff and helping in their technical development handled placements, Maintain JOST Server, ERP, CALIBER, SMARTGRAD server campaigning and seminars technical fairs. Implementation of Quality Management System Develop at branch and delivery as per standard Batch Tracking, Batch completions, Batch handling, to make content delivered in same format
 - Conducted research on emerging technologies related to the organization's field of expertise.
 - Ensured compliance with industry regulations regarding the handling of confidential information.
 - Reviewed program plans to develop and coordinate activities.
 - Globally managed several satellite IT locations, maintaining secure and operational corporate infrastructure.
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SR TECHNICAL FACULTY, 12/2008 - 12/2013

Jetking InfoTrain Ltd (AAROHI), VADODARA, IN

Job Responsibilities: To Train students maintain systems and lab as per requirement
 Hire and train staff or help make hiring decisions
 Supervise information technology (IT) staff
 Consider project proposals and evaluate feasibility
 Generate ideas for improving technical products
 Planning and Implementation of Quality Management System

SR.TECHNICAL FACULTY, 06/2007 - 11/2010

JETKING INFO TRAIN LTD (MIET), AHMEDABAD,ANAND, IN

- Job Responsibilities: To Train students maintain systems and labs as per requirement, to look after lab co-dictators and make their work arrange as per batch requirements, maintenance troubleshooting etc.

TECHNICAL FACULTY, 03/2000 - 09/2008

IIHT Ltd. (Prakshal), AHMEDABAD, IN

- Trained and supervised students, maintaining accurate records and reports.
- Conducted regular batches and organized meetings with students and parents to ensure adherence to industry standards.

SR.TECHNICAL FACULTY/COURSE CO-ORDINATOR, 06/2006 - 03/2007

ECIT-ECIL(NICHE-SOLUTION), AHMEDABAD, IN

- Job Responsibilities: To Train students maintain systems and lab as per requirement, to look after lab co-dictators and make their work arrange as per batch requirement. Develop courses and delivery as per standard Batch Tracking, Batch completions, Batch handling, to make content delivered in same format

SR.CO-ODINATOR/TECHNICAL TRANIER, 09/2000 - 06/2006

IIHT (HO-AHMEDABAD), AHMEDABAD, IN

- **Job Responsibilities :**

Coordination Responsibilities:

- **Program Management:** Overseeing the planning and execution of training programs, ensuring they align with organizational objectives and meet quality standards.
- **Resource Allocation:** Managing training resources, including scheduling trainers, booking venues, and ensuring the availability of necessary materials and equipment.
- **Stakeholder Communication:** Serving as the primary point of contact between trainers, trainees, and management to facilitate effective communication and address any issues promptly.
- **Performance Monitoring:** Tracking and evaluating the effectiveness of training programs, gathering feedback, and implementing improvements as needed.

Technical Training Responsibilities:

- **Curriculum Development:** Designing and updating training materials and courses to reflect current industry standards and technological advancements.
- **Instruction Delivery:** Conducting engaging training sessions, workshops, and seminars for diverse audiences, ensuring complex technical concepts are communicated clearly.

EDUCATION AND TRAINING

R.G.SCIENCE COLLAGE, AHMEDABAD, 07/2000

Bachelor of Science: PHYSICS WITH ELECTRONICS

SAURAB HIGH SCHOOL, AHMEDABAD, 03/1997

High School Diploma

LANGUAGES

English: First Language

Gujarati:

Beginner

A1

Hindi:

Intermediate (B1)

B1