

## SUMMARY

Highly accomplished IT leader with over 19 years of experience, specializing in designing and implementing IT strategies that align with organizational goals, ensuring technology supports business growth and development. Proven ability to oversee IT systems maintenance, ensure IT infrastructure security, and drive cybersecurity implementation. Adept at managing vendor relationships, fostering technological innovation, and collaborating across departments to translate technical solutions into business terms. Seeking to leverage expertise to enhance IT operations and contribute to organizational success.

## SKILLS

**IT Strategy & Alignment:** IT Strategy, Strategic Business Planning, Emerging Technologies, Technology Implementation, Cross-Department Collaboration, Stakeholder Management, IT Procurement, Vendor & Budget Management.

**IT Operations & Management:** IT Systems Maintenance, IT Infrastructure Security, Cybersecurity Implementation, Vendor Relationship Management, System Reliability & Uptime Management, Cloud Services & Data Management (Azure, 0365), Adherence to Company Policies, Daily Operations Management, Team Collaboration, Training and Development (Implied), Security Features Implementation & Monitoring.

**Technical Skills:** ITSM (ServiceNow, SNOW), SCCM, 0365, IT Security (ISO 27001, Security Audits), Firewall Management (Palo Alto), Veeam Backup, VMware, BYOD Management, Open-Source Network Monitoring Tools (LibreNMS, Snipe-IT), SCCM.

**Soft Skills:** Excellent Communication, Strong Negotiation, Problem-Solving, Team Leadership, Project Management, Service Delivery, Compliance & Audits.

## EXPERIENCE

### Cluster Manager - Shree Cement Ltd, Raipur

May 2024-Present

- Implemented standardized IT asset management processes, ensuring 99.9% uptime of business applications.
- Optimized server infrastructure across multiple locations, improving response times by 30% and supporting business growth.
- Led IT procurement, compliance, and vendor negotiations, reducing IT costs by 25% and ensuring alignment with company policies.
- Managed CMDB and IMAC process compliance in ServiceNow, ensuring accurate asset tracking and data management.
- Developed open-source network monitoring tools (LibreNMS, Snipe-IT), reducing budget expenditures by 25% and fostering a culture of innovation.
- Streamlined hardware/software compliance and audits, improving regulatory adherence.

### Deputy Manager IT - SMR Automotive Systems Ltd, Chennai

Mar 2022-May 2024

- Spearheaded IT asset procurement, lifecycle management, and disposal, enhancing cost efficiency and overseeing IT systems maintenance.
- Strengthened IT security with ISO 27001-aligned initiatives, reducing security incidents by 20% and enhancing IT infrastructure security.
- Enhanced network security by implementing advanced firewall systems and endpoint management tools, ensuring robust cybersecurity implementation.

- Managed SCCM for endpoint compliance, reducing asset mismanagement by 30%.
- Led IT service delivery improvements, optimizing SLA compliance and reducing response times by 10%.

#### **Team Lead - Birlasoft Ltd, Chennai**

Apr 2017-Mar 2022

- Reduced IT costs by 25% through strategic vendor negotiations and asset lifecycle management, demonstrating effective vendor relationship management.
- Conducted 0365 license audits, reallocating unused licenses and saving 10% annually.
- Implemented Veeam backup and replication policies, ensuring near-zero downtime in disaster scenarios and maximizing system reliability and uptime management.
- Developed structured IT asset tracking frameworks, improving audit readiness and compliance.

#### **Previous Roles (2003-2017):**

KPIT Technologies Ltd, T&M Services and Consulting (P) Ltd, Randstad India Limited, CMS Computers Limited, iSolve Technologies Limited.

#### **EDUCATION**

Bachelor of Engineering (Electronics and Communication) - Sathyabhama University, Chennai (Nov 2010-Nov 2013)

Diploma in Computer Technology - A.M.S. Polytechnic College, Chennai (Apr 1996-Apr 1999)

#### **CERTIFICATIONS**

ISO 27001 Lead Auditor Training - Bureau Veritas (Oct 2023)

Essentials of IT Service Management and Infrastructure Library Level 4 (Alison -5554-47169579)

ITIL v3/v4 Certification (In Progress)

#### **KEY PROJECTS & ACHIEVEMENTS**

- Spearheaded IT infrastructure optimization projects resulting in a 30% improvement in response times and enhanced support for business growth.
- Implemented IT security enhancements aligned with ISO 27001, reducing security incidents by 20% and ensuring robust cybersecurity.
- Achieved 100% KPI for SMR Automotive Systems Limited (2023-2024).
- Developed an automated IT asset tracking system, reducing manual errors by 40% and improving daily operations management.
- Enhanced IT transparency by introducing structured MIS reports and dashboards, improving team collaboration and updates.
- Managed IT assets for 50+ new branch rollouts, ensuring smooth transitions with minimal downtime and demonstrating system reliability and uptime management.
- Successfully implemented BYOD policies, improving workforce flexibility while maintaining security compliance.

#### **ADDITIONAL INFORMATION**

- Best Performance Award (2023-2024) - iSolve Technologies.
- Strong advocate for IT process automation, efficiency improvement, and cost optimization.