

ASHUTOSH PANDIT

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IT INFRASTRUCTURE OPERATIONS MANAGEMENT ~ INFORMATION TECHNOLOGY MANAGEMENT ~ APPLICATION MANAGEMENT

Strengthening business opportunity through strategic technology planning, enterprise roadmap & providing strategic direction on technology/ technical architecture selection and evaluation; targeting assignments as CIO/ CTO/ CXO/ Head-IT with an organization of repute

KEY SKILLS

Strategic Planning
Stakeholder Management
IT Operations & Governance
IT Infrastructure Management
Service Delivery Management
IT Transformations & Digitalization
Data Center Operations
ERP/ New System Implementation
Vendor Management/ Negotiation
IT Security Management
Managed Services
Cost Re-engineering & Budgeting
Incident & Problem Management
Cost Effective Procurement
Service Desk Management
IT Regulatory & Compliance
People Management & Leadership

PROFILE SUMMARY

- **A target-oriented professional with over 18 years** of experience in driving vision and road mapping across **IT Infrastructure, Service Delivery, Procurement, IT Security & Risk Management, GAP Analysis and Technological Expansions**
- Proven success in **strategic planning & building IT solutions delivery** involving selection of appropriate technology for timely & successful completion/ delivery of the projects
- **Accomplished leader** with a track record of success in **managing complex IT modernization** and creating solution-driven business; implemented & managed **ERP, CRM, Conferencing System, Networks and Applications** at optimal costs for increasing IT operational efficiency
- Experience of **developing and recommending plans, policy, standards, procedure, checklist, service standards** for business excellence and ensuring IT technology availability and security monitoring
- Expertise in **end-to-end IT project planning & implementation** including scope management, IT hardware planning, activity sequencing, cost estimation, risk analysis and quality compliance
- Excels in **Design Engineering** & evaluating many technologies including LAN, MPLS, SD-WAN, IP Telephony, Tools/Monitoring and Video Network
- Proficient in designing & preparing **disaster recovery and business continuity plans** and managing configuration & re-configuration of networks, OS, hardware & software
- **Gained international exposure** by working in **Australia** from Jul'06 to Jun'09 for **providing onsite support to the client - BHP Billiton**
- **Strategist & implementer** with recognized proficiency in **spearheading business** with an aim to accomplish corporate plans and goals successfully
- **Consistent top performer** with skills in **building & managing high performing teams** that excel in delivering business value with high morale & low attrition

NOTABLE ACCOMPLISHMENTS ACROSS THE CAREER

At Fitness First India Pvt. Ltd.

- Ensured high levels of IT process automation to reduce dependency on manual processes avoiding errors & re-work
- Administered the planning, selection, purchase, development (customization), and implementation of new information systems and business applications for the organization that support business objectives; ensuring all investments are compatible with the strategic technology plan
- Formulated policy & procedures to ensure the protection of enterprise IT assets and the integrity, security & privacy of information maintained by the enterprise
- Delivered frameworks & technology implementation projects for streamlining related activities as per quality standards

At Public Asia Media Pvt. Ltd.

- Modernized entire IT infrastructure & operations across organization and pioneered the setting of new Head Office and Publishing Hub
- Conducted operational audits, both covert and overt, to identify and rectify security breaches within the system
- Designed, integrated & deployed customized ERP for modules like Financials and Controlling (FICO), Human Resources (HR), Sales & Distribution (SD) and Materials Management (MM)
- Headed digitization of finance & HR documents repository and integrated Document Management System with ERP system

- Led the implementation of ISO 9001:2008 by mentoring the IT Team
- Cost effectively procured all hardware & software like Security System, Communication System, Mobile, IP Telephony, CCTV and other related products for ensuring their availability as per the project & operational requirements
- Introduced & established team KRAs and time-bound KPIs

At Jakson Engineer Limited

- Maintained, monitored, reviewed & improved ERP - SAP ECC 6.0 (FI, CO, MM, HR, SD and PP) and BI application
- Conceptualized and developed the website built on Sitecore and Microsoft SharePoint
- Successfully led all contact center implementation projects including Avaya IP office based small contact centers through aggressive project governance processes; developed relationship with business stakeholders and leadership teams across geographies and departments
- Ensured availability of Data Center resources by adding redundancy to achieve 100% uptime through Server Virtualization - VMware
- Implemented security policies like password policy, anti-virus policy, data encryption policy and access policy for E-mail, internet, and firewall management - Fortinet
- Planned & installed Barracuda Spam Firewall for managing spamming threat on internal email server & internal network
- Set-up data backup policies and implemented Arcserve on various platforms for backup
- Designed & implemented Service Level Agreements (SLAs) for the IT infrastructure
- Restructured Data Center - data consolidation, server & storage virtualization, hardware optimization, optimized IT resources thereby reducing the overall IT maintenance and operational cost by 25-30%
- Successfully completed E-Mail Migration Project from Zimbra Collaborative Services to Rackspace for 1300 mailboxes and introduced VMware environment for hardware optimization
- Successfully implemented and integrated Oracle Fusion HCM solution with existing SAP system

ORGANIZATIONAL EXPERIENCE

Feb'19 - Aug'20 with CultFit Healthcare Pvt. Ltd., Gurugram as Project Member (Head - IT)

Currently working as a Head of IT Department and managing overall IT & IS related matter of the organization including IT infrastructure and business application management, review, maintenance and improvement

Key Result Areas:

- Planning & building IT strategies at enterprise scale involving selection of appropriate technology & products, negotiating with vendors, finalizing SLAs, outsourcing tasks and directing the timely completion of projects
- Developing and managing budgets to demonstrate the role and oversee the purchasing of infrastructure technologies
- Collaborating with different outsourced IT-teams, supporting overall engagement and monitoring progress
- Managing information technology across all Curefit office space, CultFit & Eatfit Centre operations
- Single point of contact for IT Infrastructure projects, stakeholder management, vendor management and liaison among Internal and external partners.
- Developing & implementation of plans, policy, standard, procedure & checklist
- Meeting business change requests to ensure early mover advantage
- Scanning technology eco-system regularly to identify new technology and suggesting initiatives to business
- Ensuring the protection of information from external & internal threats through implementation of security policies
- Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations

PREVIOUS EXPERIENCE

Oct'17 - Jan'19 with Fitness First India Pvt. Ltd., Gurugram as Senior Manager - IT

Sep'15 - Oct'17 with Public Asia Media Pvt. Ltd., Ghaziabad as Head - IT

Apr'14 - Sep'15 with Jakson Engineer Limited, Noida as Head - IT

Jun'11 - Apr'14 with The Print Bazaar (Subsidiary of Alia Group), New Delhi as Head - IT

Jul'10 - Jun'11 with ACCEL Frontline (India), Delhi as Project Manager - IT Infrastructure Management

Jun'06 - Jul'10 with Computer Sciences Corp., Noida as Engineer - Technical Support

May'02 - Jun'06 with Amadeus (India), Delhi as Customer Support Engineer

CERTIFICATIONS

- Pursuing **COBIT 2019 Framework** Certification
- **Microsoft Certified under MCTS** in Windows 2008 Environment in 2010
- **ITIL V3 Foundation** Certified in 2009

- **ITIL Foundation** Certified in 2007
- **Microsoft Certified under MCSE** in Windows 2003 Environment in 2006
- **Microsoft Certified under MCP** in Windows 2000 server in 2003
- **Cisco Certified Network Associate Certificate** under CCNA Program in 2001

AWARDS & ACHIEVEMENTS

- Acknowledged as the **Winner of Top 20 TekQ Future CIO of the Year Awards** designed to recognize contribution in **enhancing the IT Security and Infra Landscape** & securing/managing company's digital assets
- Awarded with **CSC Giraffe** for internal performance involving growth, optimism, strategy, pro-activeness and collaborative approach
- Received certificate of appreciation for excellent initiatives & innovativeness
- **Conferred with Letter of Appreciation from Director of Amadeus India** for providing excellent service and successful efforts to resolve the problem in the minimum time

IT SKILLS

Operating System: MS Windows (9x/ 2000/ XP/ 7/ 8/ 10) and DOS
 Servers: MS Windows Server (2000/ 2003/ 2008/ 2012)
 Networking: Routers & Switches, Servers, Wireless Networking LAN/ SD-WAN, MPLS, DSL Modems & Avaya IPOCC Dialer
 Messaging Environment: MS Exchange Server 2003, Zimbra Collaborative Solution, G Suite & Office 365
 Tools & Software's: ERP – SAP ECC 6.0 (FI, CO, HR, MM, SD & PP), Remote Administration (Terminal Services, PC Anywhere, NetMeeting, WhatsUp Gold & GoToAssist), MS Outlook 2000/ 2003/ 2010 & Outlook Express, Lotus Notes 6.5/8.0, MS Visio, Norton Ghost Imaging Software, BMC Remedy 5.0, Remedy 7.0, HP Open View Service Desk 4.5 (OVSD), FileZilla, WebEx, Google apps, Arcserve, Mail Store, VMware, Cisco Meraki, Barracuda Spam Firewall, Cyberoam, Fortinet, WatchGuard, Zscaler, Manage Engine, Service Desk, Microsoft Navision 2016 & AWS
 Package: MS Office, Tally ERP 9, McAfee DLP Endpoint, Spice work, LAMP, WAMP, Druva & Kaseya (VSA)

ACADEMIC DETAILS

- **MBA (IT)**, Distance Learning from Punjab Technical University in **2010** with **71%**
 - **B.A.** from Main Campus, Allahabad University, Allahabad in **1998**
- Other Course:**
- **DOEACC 'A' Level** under Ministry of Information and Technology in 2000

PERSONAL DETAILS

Date of Birth: 9th January 1978
Languages Known: English and Hindi