

Rakesh Kumar Sharma

IT Operations | Strategic Leadership | Top Level Management | IT Audit & Compliance
Location Preference: Gurugram

LinkedIn: www.linkedin.com/in/SharmaRakesh07

✉ rakesh.sharma7@hotmail.com, rakesh.garg7@gmail.com 📞 +91-9811509297

Key Skills

- Business Strategy & Execution
- Cost Reduction Initiatives
- IT Roadmap
- Data Centre Development
- Oracle/SAP ERP Implementation
- Business Continuity Planning
- ROI Analysis & Management
- Process Automation
- Risk Management & Compliance
- Stakeholder Management
- Change Management
- Resource Optimization
- Team Building & Leadership

Profile Summary

- Enterprising professional with **nearly 21 years** of experience
- Presently associated with **Remfry & Sagar, Gurugram as CTO/Group Head**
- Evolved **strategic transformation plans** that leveraged business enablement, reduced costs and streamlined operations to ensure competitiveness in the market
- Played a major role in successful IT enablement during Joint Ventures mergers and acquisitions with skilled teams of up to 100 professionals
- Drove the usage of Cloud technologies for moving non-business critical applications to cloud to cut cost and improve performance & uptime
- Designed and delivered solutions that remedy core business issues and position the organization to reach the next level of profitability through technology introduction
- Directed MIS automation through in-house team using JAVA and JBoss on Oracle Database for companies using in-house ERP System
- Exhibited excellence in **designing & maintaining infrastructure** and ensuring that **IT systems & applications** within the organization are managed and maintained in accordance with documented processes, procedures, guidelines and instructions
- Experience in **assessing risks and implementing proactive measures to mitigate risks**
- Proven track record of spearheading service improvement programs for minimizing gaps in productivity & effectiveness in service delivery
- Notable success in leading design, development and delivery of complex project and high complex solutions
- An ambassador of change** with the merit of successful business process restructuring, implementation of business solutions in organizations through thought leadership and technical expertise

Soft Skills

- Communicator
- Innovator
- Collaborator
- Thinker
- Intuitive

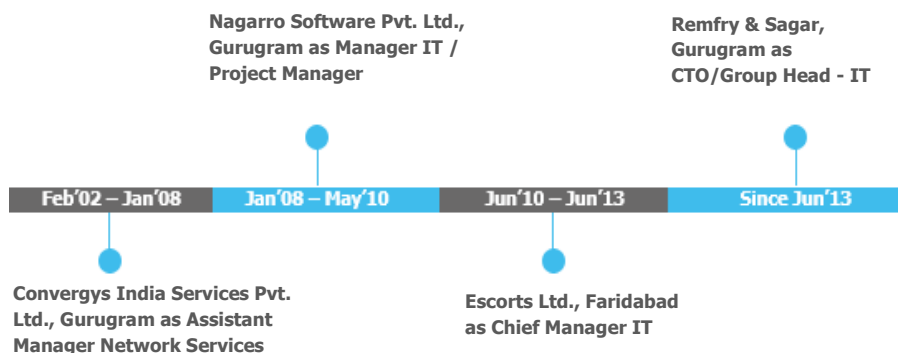
Personal Details

Date of Birth: 25th April 1976

Languages Known: English, Hindi & Punjabi

Address: House No.M-607,1st Floor, Orchid Island, Sector-51, Gurugram, Haryana - 122018

Career Timeline (Recent 4 Associations)



Education

- MBA IT from Sikkim Manipal University in 2011
- B.C.A from G.G. University Bilaspur (C.G) in 2008

Others:

- Diploma in Electronic and Communication
- Diploma in Networking from Asset International

Areas of Delivery

IT Security Audit
Business Continuity Planning
Procurement & Negotiations
IT Infrastructure Management
Change Management

Compliance & Governance
Business Intelligence
Cost Optimization
Cloud Services
Project Management

Risk Management
Vendor Management
IT Service Delivery
Data Centre Management
Service Delivery

Major Deliverables

- Spearheaded the strategic planning & implementation with customers, vendors & partners pertaining to e-governance
- Ensured effective quality management and control at all times; developed and sustained cordial relationships
- Provided direction on platform and technology selection, planning & implementing improved systems and services
- Displayed leadership skills in distributed team building, strong technical skills, people management and timely delivery
- Drove operations to outperform objectives and developed strong business relationships with strategic accounts
- Extended support across strategic growth initiatives and operational performance; drove development, testing, and release of all new initiatives
- Rendered leadership to prioritize plans of all internal engineering support needs, data center operations support
- Proactively participated in technology initiatives and technology leadership to deliver technical solutions and processes including participation in various organization-wide committees
- Assisted Technology Managers in setting objectives, goals and priorities for their respective departments
- Designed and delivered effective corporate, information security & business continuity programs



Work Experience

Since Jun'13 with Remfry & Sagar, Gurugram as CTO/Group Head - IT

Key Result Areas:

- Developing and sustaining relationships with all business unit leaders, acting as a partner and as an IT Business Enabler
- Recognizing technology platforms & technical architecture, defining business application stack, as needed
- Determining capital investment parameters, priorities and risks for enterprise-wide IT initiatives to maximize return on investment
- Leading the development and execution of an analytics program for company business leaders to make databased decisions
- Drafting business proposals and developing detailed plan for Enterprise Business Applications (SAP/Oracle)
- Managing administration of 24*7*365 LAN, WAN, Servers, Storage and datacentre Infrastructure
- Reviewing critical network devices encompassing Router /Firewalls/IDS/Switches; developing KPI reports and ensuring needed
- Coordinating with the stakeholders for the successful development of IT Infrastructure solution
- Steering the promotion of a business-first" mentality at all levels of the IT Department
- Defining and assessing processes, sub-processes & activities, process flow-charts, risk control matrix, testing of design and operative effectiveness of General Computer Controls and providing remedial solutions
- Evaluating organizational requirements for network security & implementing security software / devices
- Ensuring compliance to Information Security Policy & conducting IS Audits; conducting periodic vulnerability assessments and Penetration tests on IT systems
- Operationalizing IT Security with respect to IT Networks, IT application Landscape, IT Infrastructure and Data Centers
- Administering the formulation and documentation of business continuity plans, policies & procedures

Highlights:

- Contributed as a leader for the performance management process by setting clear performance expectations
- Acted as a key contributor to the company's strategy and planning process for IT operations, technology and digital innovation
- Developed and delivered IT strategy and capabilities across the enterprise encompassing data analytics and business intelligence, development and support, infrastructure, security and technical services
- Assisted the senior management team on the emerging technologies and digital trends most relevant to company's goals
- Established IT vision, strategy, and roadmap; led the IT team and its business partners in effective execution
- Collaborated with diverse leaders, communicated IT vision & strategy across all levels of the organization, and build consensus around key initiatives and projects
- Prepared and responded to IT audits while ensuring the IT systems are adequately secure
- Conducted detailed Spend Analysis of past IT investments & Budgets for enterprise-wide IT requirements
- Steered the maintenance of a detailed IT Asset database as per Resource type, Allocation, Deployment history, Vendor, Warranty Terms & Asset movement details for effective tracking of Assets deployed
- Effectuated technology vendor partnerships, and managed multiple vendor relationships to ensure best performance
- Set-up and managed service desk as per ITIL Standards to act as a single point of contact for all end users support needs

Jun'10 – Jun'13 with Escorts Ltd., Faridabad as Chief Manager IT

Key Result Areas:

- Acted as the key driver for business process design and solution identification while ensuring all-round compliance
- Managed resource allocations and established communication channels across the horizons of the organization structure
- Headed the planning, development, installation and configuration of Datacentre, DLP, LAN/WAN, Wi-Fi, Mail Servers, Proxy Servers & Web Server as per organizational requirements, governed by communication protocols
- Formulated strategies for Disaster Recovery Management, including planning and designing servers for backup and recovery
- Successfully maintained 3000 desktops/workstations/laptops/ servers with Windows; Linux based OS; provided VPN concentrator facility to existing users
- Implemented day-to-day plans effectively to achieve smooth operations of business processes
- Evaluated IT requirements of the organization in terms of software, hardware and other peripherals / products
- Assessed need for additional staff and/or consultants headed appropriate recruitments if necessary
- Led a skilled team of 32 Engineers/Managers and delegated the tasks; supervised team members and influenced them to take positive action for their assigned work

Previous Experience

Jan'08 – May'10 with Nagarro Software Pvt. Ltd., Gurugram as Manager IT / Project Manager

Feb'02 - Jan'08 with Convergys India Services Pvt. Ltd., Gurugram as Assistant Manager Network Services Convergys

Aug'01 – Jan'02 with Gowin Cyber Solution Pvt. Ltd., Gurugram as Support Engineer

Nov'00 – Jul'01 with Chipsoft Technology Pvt. Ltd., New Delhi as Support Engineer

May'00 – Oct'00 with Microclinic (I) Pvt. Ltd., New Delhi as Support Engineer

Dec'99 – Apr'00 with Gigabyte Information Technologies, New Delhi as Customer Support Executive

Certifications

- CNE 4.0
- MCSE in Windows NT 4.0/200x platform
- CCNA 2.0
- ITIL 3.0
- CEH 6.1
- Pursing CISSP/PMP

IT Skills

- Routers/LAN Switches/Wi-Fi: Cisco, HP, Dell, Juniper, Ruckus, Aruba, Linksys.
- Security: CISCO, Websense, Juniper, Checkpoint, Palo Alto, Del, SonicWALL, Sophos, MacAfee, RSA, CA, Seclore, Windows.
- Servers/Storage: HP, Dell, IBM, Dell EMC, Hitachi, NetApp, Nutanix
- Server OS: Microsoft Windows 200X Server | Linux, Unix, Solaris, HP-UX, IBM-AIX
- Client OS: Microsoft Windows 200X Professional | Windows 7, 8.1, 10
- Mail Server/Mail on Cloud: Lotus notes/Exchange/MS office 365/Google Apps/ Zimbra
- Web Server: Microsoft Internet Information Server/ Apache/WebLogic
- Systems Management: LANDesk server/ Microsoft Systems Management Server
- Mainframe Client: Extra Personal Client, Humming Bird
- Thin Client Devices: Citrix ICA, VMware
- TCP/IP: DNS, WINS, DHCP, SNMP, RAS, EIGRP, OSPF
- Back up: Brightstor Enterprise Backup, Dell EMC, CA, Veeam, IBM Tivoli, Symantec Backup
- ERP: Oracle /SAP
- BI/BC: Click View, Oracle, SAP, MS, IBM, Google, Veeam
- Virtualization: VMware, MS Hyper-V, Citrix
- DMS/Work flows: Oracle, EMC, MS, SAP, IBM, Newgen
- Antivirus System: Symantec, MacAfee, AVG, MS Defender