
EXECUTIVE PROFILE

Versatile and Solutions Focused IT professional with 20+ years of experience in positioning IT as Valued Strategic Asset & Service Oriented IT Organization by developing & building high Performance Teams (In-house/Outsourced/Offshore Resources), Instilling efficient Process Frameworks (ITIL, COBIT, Six Sigma, SDLC), Business Processes Optimization through Enterprise Application Implementation and Integration, Adoption of cutting edge technologies (Cloud Computing, Virtualization and Mobile Computing) and Delivering Client Solutions for Fortune Organizations.

Resourceful big-picture thinker and Go-to leader that drives change by mapping Business Vision/Mission into technology strategic initiatives that delivers business value through outstanding technology management skills. Provided a solid proficiency in coordination of administrative functions with an unwavering focus on positive ROI (Returns on Investments). Developed and implemented Business-IT Strategies, Enterprise Architectures and Robust Infrastructures, with process improvements that drive revenue growth, increase productivity and reduce expenses

Team leader committed to building outstanding customer relationships and maximizing company growth. Demonstrated vision and hands-on IT experience encompassing the evaluation, selection, and implementation of key components for corporate Information Systems including: Enterprise Applications (SAP, E-commerce, CRM (Siebel, Salesforce)), Global Infrastructures, Cloud Computing, Data Centers, Data Management, Application Development, Voice, Data and Network Communications.

CORE COMPETENCIES

- * Enterprise Architecture & IT Strategic Planning
- * SAP, E-Commerce & CRM Implementation & Management
- * Global IT Service Delivery and ITIL-ITSM
- * Global Infrastructure, Datacenters and Cloud Computing
- * Enterprise Data, Security, Audit & Compliance Management
- * Staff/Team Leadership & Development
- * Vendor /Contract/Outsourcing Management
- * Mergers & Acquisitions (M&A) Integration Management

PROFESSIONAL EXPERIENCE

INGRAM MICRO INC., Santa Ana, CA

2008 – 2010

SENIOR DIRECTOR IT

Oversaw IT strategic planning and support (Global Infrastructure, Information Processing, Enterprise Applications and End User Support) for World largest technology distributor and leading technology sales, marketing, retail and logistics (Fortune 69) Organization with \$30 Billion Revenue and 15,000 Employees Worldwide; Implemented effective Portfolio strategy; Track sophisticated performance metrics (SLA / SLO); Responsibilities include Shared Services Strategies, Cloud Computing strategies, Mobile Computing Strategies, Enterprise Architecture, Data Center Consolidation, Global SAP Implementation , E-Commerce Re-Design, Financial planning including - Budget, Capital Expense, Operational Expense planning , Vendor & Contract Management, Organization communications throughout Ingram Micro Partners and Vendors; Policies, Performance plans, Standards, Release Management, Change management Plan, and Multi Country Roll-Outs / Transformation/ Cut-Over approach, Stakeholder Communications,

training plans, Audit and Risk management . Managed \$40M operating budget, and \$30M capital budget along with 100+ Staff including 60 outsourced resources to Architect, Configure, Deploy, Test, and Support the Global Infrastructures, SAP ERP, E-Commerce, Mobile Platforms and Web Services.

- Led the development and execution of Enterprise Architecture Strategy (EAS) inclusive of a current state assessment, gap analysis, and implementation plan for business Strategies and operational imperatives in adherence with Enterprise Architecture (EA) Frameworks (TOGAF ADM and Zachman). Directed in-depth analysis of the current state of Business applications & Global Infrastructure and business pain points including organizational structure to develop a future state design and roadmap to an enterprise IT strategy that consolidated Datacenters, Optimized Infrastructure Utilization, Rationalize Applications, Defining Mobility Strategy, Enhancing Service Oriented Architecture (SOA) Implementation and migration to Cloud Computing (SAAS, IAAS and PAAS), Mobile Computing (IPAD/ Android) Environments.
- Managed direction of IT program initiatives, aligned with business objectives, by orchestrating stakeholder and project team partnership to deliver product, projects and applications, working within the Six Sigma management framework (DMAIC) and Established structured Project Management SDLC methodology throughout the IT organization to facilitate Legacy system (Mainframe) conversion, Cloud Computing (SAAS, IAAS) migration, BCDR (Business Continuity & Disaster Recovery), Web Services Management, MPLS Based Video Conferencing system, SAP Implementation and Data management projects. Aligned Ingram's three year strategic technology path by instituting B2B Integration, Data Governance, Business intelligence, Mobility and Web Services Strategies
- Lead the \$\$\$ million Full Cycle Global SAP Implementation program across 120 Countries by successfully restructuring the Project organization, enforcing Integrated Planning, Technical Architecture, Defining Instance Strategies and adopting best practice Deployment methods (from Business Blueprint to Configuration to Testing to Hypercare to Production support) including Change and Release management in multiple landscape environments for all SAP Modules (ERP + Net weaver Stack + BI/BW/BOBJ + CRM +SRM + PLM + HCMS) including Bolt-On applications (Vistex , Sabrix , Opentext , HPQC, Tibco) in an Hybrid Cloud /Datacenter Computing environment. Additionally, Managed SOX/PCI/HiPPA compliance, Audit, Risk and Security including GRC (Governance, Risk and Compliance), Business Continuity Disaster Recovery (BCDR) & IDM (Identity Management) Integration.
- Spearheaded the Building and Migration from 18 Datacenters to a Consolidated Single Data center in a Private Cloud environment to host enterprise applications (SAP, E-commerce, Web Services) & enhancing Back End User Computing in US and Canada. Re-architected the complete infrastructure (Platform, OS, Databases, Security, Network, Voice and Data) including server consolidation initiative involving virtualization (VMware, Citrix (VDI), Xen, Microsoft Hyper-V) and Load Balancing technologies ensuring highly Available, Reliable, Flexible and Scalable computing environment along with High Bandwidth resilient Network and User Computing migration to Mobile devices (IPAD / Android) thereby reducing Operating expenses by 30% over previous year and raising user satisfaction from 3.2 to 4.6 (out of 5).
- Established & Managed Global IT Center of Excellence ("COE") Shared Services Delivery organization in accordance with ITIL based Service Management (ITSM) for the Implementation & Support of Global SAP, E-Commerce and CRM including Global Infrastructures, Application Development, Network, Security and Web Services to external entities. Guided Implementation of agile framework optimized IT Support contracts and Service Level Agreements in alignment with business goals and redesigned the Services portfolio with Service Costs & Chargeback process to business units. This service redesign coupled with Cloud Migration resulted in Increased Computing Utilization & Customer satisfaction scores of 99% across all service areas: IT, Business Units, Finance, Legal, Sales, Marketing and External Customers.
- Spearheaded the Strategic Vendor management group to implement a hybrid of ON-Shore/off shore delivery model, selection of a Systems Integration (SI) partner for SAP Deployments, Cloud Computing Vendors, Managed Service Providers (MSP) and the Development of an end-to-end outsourcing Agreements & Contracts. These efforts transferred delivery risks, leveraged rate arbitrage, maximized time zones differences, Reduced labor cost by over 25% by Initiating, planning and managing the outsourcing of Production Support, Development, Testing & QA resources and ensuring the Best Satisfaction experience & improving Service Delivery Performance for Users & External Customers by 35%.

I.T. DIRECTOR

Had responsibility for all aspects of Information Technology Vision, Enterprise Architecture and IT Service delivery for a \$1.6 Billion Design automation, Manufacturing and Engineering Services organization with 20 U.S. branches and 43 International locations. Aligned IT strategy with business strategy, established companywide standards, IT governance, vendor partnerships, and leveraged existing and emerging technologies to reinstate business Leadership. Assisted CIO in creating Technology Blueprint and Roadmap for the IT organization, supporting Business strategic Goals & Objectives. Chief consultant on technology to CEO and CFO. Cadence computing environment comprises of 8,000 Unix/Linux/Windows Servers, 15,000 Unix/Linux/Windows Desktops, over 2PB SAN/NAS Storage Subsystem, Over 450 database instances as a backend over 250 Business Applications, Engineering Applications and global Network Infrastructure.

- Led Enterprise Architecture, Global infrastructure Operations, and External Customer delivery function to increase organization revenue, reduce costs, and provide cost-effective solutions (SOA Adoption, SAP ECC 5.0 Upgrade, Standardization on SAP HR Platform, Siebel CRM Implementation, Web Services Enhancements, Release Engineering, MS Exchange & Share point Deployment, Configuration Management (CM) Standardization, Grid Computing, Linux Strategy, SOX Compliance, Information security Assurance, Exchange Infrastructure, Data Center redesign, Network Convergence, VOIP Implementation and Call Centers) utilizing proven methodologies (PMP, lean Six Sigma, RUP, Agile), establishing Standards, Policies, Processes, Operating Procedures, Standard Templates, Process Controls, KPI's, and dashboards; focused on delivering Productivity, Quality, Process Improvements for increasing Customer Satisfaction. Also, led standardization of IT Platform and Tools across multiple business units; facilitated creation of IT Governance Council, Application management framework and Software Development methodologies.
- Directed re-engineered and implemented primary data center, failover center, and enterprise network infrastructure on a \$20M budget. Held full leadership and decision-making responsibility for complete network design and server / SAN/NAS design to consolidate 800TB of Storage environment across multiple locations worldwide. Financially accountable for \$10M Capital and \$5M Expense budgets annually while keeping the 2007 budget running at 75% of 2006. This resulted from removing high-cost expenses in the infrastructure via Virtualization, Grid computing, Server consolidation and contract negotiations, defining more refined and measurable performance metrics.
- Drove the Strategic Vendor Management initiative to significantly reduce IT development and data management costs resulting in the negotiation of contract with Outsourced Companies that shifted development and data maintenance to an offshore facility. This resulted in the creation of a 100 person team producing a cost savings of more than 50% of internal IT and data management labor expense (reduction from \$15M to around \$7M). Also, Built India Support Center capabilities to convert from a model of onsite resource deployment to onshore/offshore facilities. Developed and implemented strategies to expand business from Cadence internal only to include external customer projects.
- Leadership and direction in the redesign of IT process infrastructure' in order to support highly available computing environment and align with the ITIL "IT Service Management "Framework. Managed 24/7 Service desk and Support Team for System, Storage, Network and Application outages. Implemented the CMDB, Service Catalogue & Trainings for Service Desk team members for enhanced customer service and software applications. Reduced Initial Response Time (IRT), Total Time to Repair (TTR), and resolution to customer trouble tickets by instituting self-service portals and optimizing the helpdesk processes. Documented service level agreement (SLA) metrics and implemented automated reporting system giving the organization visibility into both IT SLA performance as well as Customer Support SLA performance.
- Team member and Technical advisor to corporate M&A Organization in Due Diligence (IT Assets discovery, Business and Technical Processes, Data Usage, Product Development Technologies, Networks, Vendors, Contracts, Security, Risk & Costs Analysis) associated with Integration and Migration/Conversion of Information technology Stack of potential acquisitions. Subsequently had a responsibility of Directing and ensuring the Redesign of Technical Architecture stack if required including Integration, Business process Change, Standardization, Consolidation and Migration Support, IT Governance for the acquired Companies.

- Program managed the upgrade of SAP ERP environment to ECC 5.0 from 4.6c, Implementation of SAP BW and migration from People soft to SAP HCMS & Ariba to SAP SRM consolidating the business application framework to SAP Platform. Lead efforts to implement and stabilize the Siebel (CRM) system worldwide, managing initial installation of application infrastructure in headquarters of organization increasing sales, problem tracking and customer satisfaction. Also led comprehensive RFI/RFP process and selection of Enterprise Software Release management system/Content Management solution based on Jboss (J2EE) application server backend by Oracle database server with complete integration to SAP Manufacturing & Order Management on a \$5M budget with 3 year ROI.

Crane Aerospace (Via Rapidigm/Fujitsu Consulting), Seattle, Washington

1997 - 1999

MANAGEMENT CONSULTANT

- Oversaw the consolidation of the UNIX environment from 1000 systems to 100 systems, including migrating all applications from Workstations to HP servers and retiring all old workstations. Utilized application-level firewall and secure email setup to enhance the information security for Crane Aerospace Corporation.
- Led the implementation of Oracle 10.7 ERP financial application replacing legacy in-house application system. Implemented the Oracle financials, manufacturing, and distribution applications. This project included the Oracle database and applications installation, functional setups, and technical administration. Intranet-based software was then written to extend the functionality of the core applications including the use of reporting and order-management tools.
- Business Development for Rapidigm consulting across North West U.S Locations generating around \$1.5M additional revenue. Involved in the pre-sales/contract process and develop and presented customer business solutions and make technical presentations. Partner with Operation Managers and Account Managers in the hand-off of deals and took ownership of managing the project delivery process.

SCHLUMBERGER, Muscat, Oman

1991 - 1997

SENIOR SYSTEMS MANAGER

- Managed Schlumberger Oman, Schlumberger India, and Pakistan IT. Provided technical services to a number of high-level clients, including Shell PDO, Triton Energy, and ONGC India. The infrastructure consists of high performance and highly scalable Sun Solaris /Vax-VMS/ Windows Systems for extensive computing environment.
- Formed service and consulting organization, consisting of 20+ Engineers, spread across seven locations, generating \$4.5M revenue annually, focusing on O&G, Banking and Services sector. As Technical Consulting Manager, proposed, negotiated, won and executed a \$2.8M project for Oman Telecommunications. Implemented a secure and fault tolerant, tier-1 ISP, infrastructure delivering, highly available, advanced Internet services. Initiated and won technical consulting project, worth \$1.5M, for designing Secure Messaging Platform, integrated WAN solution and directory enabled network architecture for Oman armed forces.

ADDITIONAL EXPERIENCE

SENIOR CUSTOMER SUPPORT ENGINEER, Digital Equipment, Ltd, New Delhi, India (1987 – 1991)

EDUCATION

M.S. (Electronics and Communication), Jiwaji University, Gwalior, India