

LOREM IPSUM

Contact: +91 9599889860; Email: info@way2writers.com



IT SERVICE DELIVERY/CUSTOMER ENGAGEMENT/IT INFRASTRUCTURE

Offering **17 years** of rich experience; seeking challenging assignments with growth oriented organizations across the Industry

PROFILE

- Seasoned, technically inclined and highly empowered professional offering rich and diversified experience in the areas of **Service Delivery, Account Management, Project Management, IT Operations, Infrastructure Management, Customer Technical Support, , IT Service Support and Technology Management, knowledge of providing On Site Customer Support includes Installation, Integration and maintenance of Enterprise Class Server and Storage**
- Demonstrated experience in handling large scale technology projects encompassing **Onsite & Offsite Planning, Implementation and Maintenance of Systems and Networks within UNIX, Windows, and OVMS.** Ensure organizational growth, targeting maximum profitability & cost effectiveness and maintaining given **SLAs-TAT** and highly skilled in **providing end-to-end Customer Service Delivery Solutions.**
- Conversant with numerous **technical platforms. (Like, Integrity Superdome, XP and EVA Storage Arrays, HP-UX, Tru64 UNIX, Open VMS, and Enterprise Library.**
- Engaged in **Systems integration and Networking projects. Possess technical knowledge of RISC Servers, Itanium Servers, Intel Based Server, Storage, HP UNIX, Tru64 Unix, OVMS, Networking, mission Critical- High Availability Concepts**
- Demonstrated capabilities in **gathering client's requirements, conceptualize cost effective and customized solutions,** Strong capabilities in **managing and executing Projects in an Onsite Delivery Model using thorough understanding of Project Management Methodologies.**
- **Strong People Management Skills,** capable of managing members having distributed skill sets, ensuring judicious utilization of resource as well as ensure skill upgrade, competence management, career planning, and mentoring of the team members as well as maintaining TAT, Quality, Productivity and Behavioral aspects of the Team.

Core Competencies

Service Delivery Management ♦ Infrastructure Management Services ♦ Key Account Management ♦ Customer Relationship Management ♦ Resource Management ♦ Quality Processes ♦ Project Management ♦ Problem Solving & Conflict Resolutions ♦ People & Process Management ♦ Channel Service Management

Awards & Recognitions

- Received Customer Service Award
- Awarded with the Best Account Support Manager for the Quarter
- Got Long Term Service Awards

PROFESSIONAL EXPERIENCE

HEWLETT - PACKARD INDIA SALES PVT LTD
District Manager, East

Since Dec 2016

- Managing HPE enterprise operations wide spread across 11 states including toughest geography of NE Indian States.
- Efficiently leading team of 140 Resources PAN India and 9 SDMs
- Acting as a single Point of Contact for service business in the respective accounts, engagement with clients Higher and Middle Management, acting as trusted advisor by maintaining key relationship traits that enable involvements in all the technical issues/change that may take place.
- Accountable for vendor management (Includes Selection, SOW Finalization, and PO. Release, Quarterly Review and SLA Management).
- Providing complete FMS Support of Customer IT Infra Including HD, SD and DC Operations.
- Responsible for complete Change Management and IMAC Process, complete Asset and Inventory Management.