

Nilesh Roy

Head - IT with about 14 years of experience.

SUMMARY:

- ❖ Thirteen solid years of experience in Information Technology, Managing IT across the Enterprise with vast experience ranging from Systems and Networks Infrastructure, as well as IT Security.
- ❖ Achievements in managing large strategic IT initiatives involving re-engineering of business processes and enterprise applications.
- ❖ Excellent Analytical, organizational, interpersonal skills, Identification and negotiation for Business and Technology requirements.
- ❖ Committed to efficient and accurate management of information systems in a fast-paced, deadline-driven environment.
- ❖ Proven ability to translate Business needs into technology requirements that supports the company's Business objectives, and to successfully manage all phases of IT Projects from needs analysis and requirements definition to vendor, implementation, and training.
- ❖ Results oriented professional, recognized for taking on major initiatives, and adapting to rapidly changing environment and resolving mission-critical issues to ensure bottom-line success.

OBJECTIVE:

To use about 14 years of extensive experience in IT Infrastructure Management, Remote Infrastructure Management, Infrastructure Sizing, Backend Technical Support on IT, Strategic Planning, Budget Development & Analysis, Financial Management, Staff Development & Coaching, and Vendor Management & Negotiation to meet organization goals and requirements. Ensure that business requirements are satisfied with appropriate functionality, process and systems that are easy to use, of the highest quality and are implemented on time and within budget. To function as liaison between the business and the internal or external technology community.

EXPERIENCE SUMMARY:

Total Experience	13 years 9 months
Team Management Experience	9+ years
Project Management Experience	5+ years
Delivery Management	3+ years

EXPERIENCE:

February 2009 – Till Date
Nucleus GIS & ITeS Ltd., Mumbai
Head - Technology (Reporting to CEO)
Team Size - 10.

My key target deliverables are:

- ❖ Manage, control and monitor the installation, operation and maintenance of IT infrastructure, i.e. data, voice network, call centre equipment, desktops and communication systems.
- ❖ IT budgeting (OPEX/CAPEX) & plan allocations to various quarters.
- ❖ Ensure the continuous business operations through contingency planning and implementation and integrity through security administration. Deputize as head of IT and provide complementary management support for the 24 x 7 shop.
- ❖ Responsible for the overall direction, planning and control of all aspects related to the Information Technology (IT) department and its functions - i.e. systems development if applicable, security and control, network and communications and end-user systems support.
- ❖ Efficient management of technical services delivery to the organization
- ❖ General management of IT within the organization.
- ❖ Manage the fast paced growth in the number of processes and the expansion of existing business processes.
- ❖ Staff Development.
- ❖ Guarantee continuous business operations.
- ❖ Guarantee the supply of professional IT expertise required by the organization that is motivated to pursue common goals with the business.
- ❖ Vendor Management and vendor payouts.

March 2007 – January 2009

Capgemini Consulting India Pvt. Ltd., Mumbai

October 2007 - January 2009

Service Delivery Manager (Band M2) - IT Infrastructure (Remote Infrastructure Management)

Team Size - 70. 12 direct reportees. 58 indirect reportees.

As part of the Schneider Electric's Project, my core responsibilities comprised of ensuring successful End-to-End delivery of Schneider Electric's IT Infrastructure across the EMEA region. Other KRAs are Project planning, Resource Planning and Mobilization, Managing deliveries and resolving dependencies, Change management, Client Relationship Management and internal interfacing for project requirements, Resource training and optimization & job rotation, Deliver the project within estimated budget and timescales, Involved in preparation of SLAs.

March 2007 - October 2007

Project Manager - IT Infrastructure (Remote Infrastructure Management)

Team Size - 105. 25 direct reportees. 80 indirect reportees.

Brought on board for the ASPIRE Project (UK - Her Majesty's Revenue & Customs), my responsibilities comprised of ensuring successful delivery of programme or project lifecycle; from design & definition of the benefits case, through technical or transformation delivery & potentially ultimately transitioning the delivered solution to an outsourced operation.

September 2006 - March 2007

VirStra i-Technology Services Ltd., Pune

Project Manager - IT Infrastructure (Planning Team) & Organizational Sizing Expert

Team Size - 46. 34 direct reportees. 12 indirect reportees.

Brought on board to consolidate and streamline business practices surrounding IT projects. I was managing multiple projects for Shinsei Bank Tokyo, from conceptualization to implementation. Project value ranged from \$500,000.00 to \$2.5 million. Reporting to the CTO, and as part of the Planning Team, my key activities entailed development and management of budgets, hiring and training design staff, interface with staff and clients during project cycle and meeting milestone and delivery dates.

February 2006 - August 2006

Hexaware Technologies Ltd., Mumbai

Infrastructure Architect & Technical Project Manager (Remote Infrastructure Management)

Team Size - 10 direct reportees.

Reporting to the Project Director, my responsibilities included managing multiple projects for Hexaware's clients, design of the server architecture, deployment and maintenance of applications/services across the project. This role included working with the Solution Developers to design for scalability, reliability, manageability, performance, and security, and the Business Analyst for strategic direction (both conforming to, and helping to define).

March 2005 - February 2006

Pictureal (India) Pvt. Ltd., Mumbai

Network & Security Specialist (Manager Level)

Team Size - 5 direct reportees.

Reporting to the Director - IT, my main responsibilities were to ensure the smooth running and security of the network & data infrastructure. I also handled the design, planning, implementation, management, maintenance and upgradation of the network security systems.

July 1997 - February 2005
S. K. International, Mumbai

November 2000 - February 2005
Internet Specialist (Asst. Manager Level) (*Internal Promotion*)
Team Size - 50 direct reportees.

Deploying & Administering Corporate Messaging Solutions for Customers based on Microsoft Technologies. Implementing High End connectivity solutions like VPNs & VLANs based on Dialup, ISDN or Leased Line connectivity to Internet. Designing & Implementing Network Security policies for prevention against network spoofing, Firewalls.

July 1997 - November 2000
Senior Customer Support Engineer

Built a strong customer base by providing support on various messaging, internet, software & training related issues to existing customers. Managed & driven a team of engineers towards total customer satisfaction. Designed in-house training documentation for the customer base.

June 1996 - July 1997
Datapro InfoWorld, Mumbai
Sr. Customer Support Engineer

Selected from the Campus Recruitment Drive, I had 2 primary responsibilities → a) Pure electronics work - PCB troubleshooting, and b) Corporate Training – responsible for building up a strong customer base by providing in-house and on-site Training to corporate clients. Designed and implemented training course for new recruits speeding profitability.

EDUCATION:

Graduation	B.E. - Electronics & Telecommunications	Bombay University	67.22%	1996
12 th	10+2 - Science	C.B.S.E.	72.00%	1992
10 th	S.S.C.	Maharashtra State Board	66.67%	1990

PROFESSIONAL CERTIFICATIONS:

1996 - Till Date

CIW
Master CIW Administrator

Lombard, IL, USA

Microsoft Corporation
M. C. S. E. + Internet
M. C. S. E.
M. C. S. D.
M. C. P.

Mumbai

CCNA

SKILL SET:

IT Infrastructure Management

- Remote Infrastructure Management
- Infrastructure Sizing
- Backend Technical Support on IT

Strategic Planning

- Budget Development & Analysis
- Financial Management

Project Management Methodologies-

Knowledge of best practices methodologies in IT Project Management like

- PRINCE2,
- PMP (from PMI),
- AGILE.

Knowledge of best practices methodologies in IT Processes and Management like

- ITIL,
- ITSM.

Team Management-

- Handling decision support systems.
- Supervise and train employees.
- Organize & schedule work assignments.
- Formulating policy and developing and implementing new strategies.
- Know-how of business practices and procedures.
- Foster a cooperative work environment.
- Employee development and performance management.

Technologies-

- Netscreen Firewalls, Fortigate Firewalls, Cisco PIX Firewalls, VPN, VLAN, Unified Messaging, SAN, NAS, DAS, Cisco & Nortel Networking devices.

Messaging Technologies-

- Microsoft Exchange Server 2003, 2000 & 5.5
- Microsoft Exchange Collaboration, Calendaring
- Unified Messaging with single point access for FAX, Voice & Email
- Microsoft SMS 2003
- MOM 2005

Citrix Technologies-

- Design, and implement Citrix Metaframe XP and Citrix ICA Clients in Windows environment
- Design and Implement Citrix Secure Gateway Services 2.0 for secure application access
- Administering Citrix Metaframe XP Server Load balanced Farms
- Perform Testing of Applications on Citrix Metaframe

Operating Systems-

- Windows 2000 / 2003 Advance Server, Server, Professional
- Windows NT Server, Terminal Server, Windows ME, 98, 95
- Linux
- DOS 6.22

Internet Technologies-

- Internet Information Server 5.0 Personal Web Server 2.0
- Front Page 2000
- HTML, DHTML, ASP

Section 2: Projects.

During the past 14 years of my work experience, I had the opportunity to lead and be part of teams executing various internal & external End-to-End IT Infrastructure projects for my company and also for clients. A few of them are mentioned below.

Previous Project -

March 2007 – January 2009

Project Type: External. Remote Infrastructure Management (RIM).

Organisation: Schneider Electric (www.schneider-electric.com)

Schneider Electric manufactures electrical distribution and automation control equipment utilising its world leading brands - Merlin Gerin, Telemecanique, Square D, Clipsal, Sarel and Mita.

Project Details:

Schneider Electric has multiple offices spread across the entire EMEA region. The Outsourcing Services (OS) arm of Capgemini Consulting was given the responsibility to manage the entire IT Infrastructure for Schneider Electric's branches across the EMEA region. As a Service Delivery Manager for this RIM project, my KRAs were Managing Client IT Infrastructure remotely from India, Project Planning, Resource Planning and Mobilization, Managing deliveries and resolving dependencies, Change Management, SLA Management, internal interfacing for project requirements and finally, deliver the project within Estimated Budget and Timescales.

Earlier Projects -

September 2006 - March 2007

Project Type: External. Remote Infrastructure Management (RIM).

Organisation: Shinsei Bank, Tokyo (www.shinseibank.com)

Shinsei Bank (formerly Long-Term Credit Bank of Japan), used to focus on financing Japan's large industrial firms, but it has been cultivating its retail and small business banking operations. The bank's operations follow three lines: institutional banking, commercial and consumer finance, and retail banking. It offers services such as deposits, mortgages, and investments. Institutional activities include asset management, bond sales and underwriting, and trust services, as well as real estate finance and public sector finance.

Project Details:

- a) BMW Project - BMW is planning to co-locate its server farm in Japan to the Shinsei network. As part of the planning team for VirStra i-Technology Services, I am involved in planning towards the design of the Datacenter, development and management of budgets, vendor negotiations and client interfacing.
- b) Rakuten Project - Rakuten, a leading Japanese internet portal, has chosen Shinsei Bank, to establish the Rakuten Mortgage Company, an online service specialising in mortgage loans over the internet. This is to expand the number and types of products it offers its customers. As a result, Rakuten Mortgage network was merged into the Shinsei network for seamless back office operations. As part of the planning team, I am currently involved in network planning, server-farm migration, domain accessibility and migration and technology integration.

February 2006 - August 2006

Project Type: External. Remote Infrastructure Management (RIM).

Organisation: The Trainline (www.thetrainline.com)

The Trainline is wholly owned subsidiary of Trainline Holdings Ltd., which is owned by travel groups, Virgin Group (80.5%), National Express Group plc (14%) and Stagecoach Holdings plc (5.5%). The Trainline is a fully impartial service, giving users instant access to the full range of

over 293 million journey and fare combinations within the whole of the UK and through all TOCs.

Project Details:

Hexaware is developing a ticketing system (online & call-centre application) for Trainline.

As a Project Manager for the project my responsibilities included managing various projects for Hexaware's clients, management of project budgets, vendor negotiations and client interfacing.

As an Infrastructure Architect for the project, my responsibility was to design the server architecture, deployment and maintenance of applications/services across the project. This also includes working with the Solution Developers to design for scalability, reliability, manageability, performance, and security, and the Business Analyst for strategic direction (both conforming to, and helping to define).

March 2005 - February 2006

Project Type: Internal

Organisation: Pictureal (India) Pvt. Ltd. (www.pictureal.com)

Pictureal Corp. is a young U.S. & India based multi-disciplinary entertainment & media technology-platform Company. We are creating the next generation, global, on & offline content creation, development and delivery platform. Pictureal is backed by Draper Fisher Jurvetson, the top-tier global venture capital firm that has funded companies like Hotmail, Skype and Overture, amongst others.

Project Details:

Complete Datacenter & Branch Office Network Security Design & Implementation.
Implementation of site-to-site VPNs & dial-in VPNs.

My responsibility was to head the entire project & execute it.

Security Products used: Netscreen NS25 Firewall, Fortigate FG60 Firewalls, Forticlient VPN Client Software, and Cisco Routers.

January 2001 - February 2005

Project Type: External. Remote Infrastructure Setup.

Organisation: ChrysCapital (www.chryscapital.com)

ChrysCapital (formerly Chrysalis Capital) is a Venture Capital Company with companies like GlobalVantedge, Ephinay, Ivega, Mphasis BFL, TransWorks, Tech Team, UTI Bank in their portfolio.

Project Details:

Systems Administrator (Facilities Management)

The project involves the following activities:

- ❖ Single-handedly handle Systems Administration responsibility of the entire firm with 45 users in a mixed Windows environment of 2000, ME, NT & '98
- ❖ Win 2k Advance Server - full fresh domain installation & configuration
- ❖ Deploy & Administer Corporate Messaging Solutions based on Microsoft Exchange 5.5.
- ❖ McAfee Antivirus on gateway level - was able to block 48000+ hits of Nimda during the widespread attack, & later on all major & minor attacks.
- ❖ Windows performance management & capacity planning
- ❖ Problem management, root cause analysis, trend analysis.
- ❖ Process improvement, documentation
- ❖ Windows Desktops & Servers Operating Systems and Infrastructure Applications
- ❖ Evaluate, recommend, and purchase hardware, software, and supplies.
- ❖ Identify & Interact with vendors/external agencies to understand new technology developments

- ❖ Video Conferencing based on Polycom 512MP, operating on IP & ISDN 3X64 or 2X128 bandwidths.
- ❖ Ensuring, Troubleshooting & Maintaining ISDN connectivity to ISP via Cisco routers (1721) or ISDN Modem.
- ❖ Site-to-Site VPN between India & US office.
- ❖ Co-ordination with ISP for remotely hosted mailbox management.
- ❖ Designing & Implementing Network Security policies for prevention against network spoofing, Implementing Firewalls.
- ❖ Day-to-day troubleshooting of high-end HP LaserJet Network Printers like 8150DN & 4050N.
- ❖ Monitoring & Troubleshooting Bloomberg Connections on the Bloomberg terminal.

PREVIOUS PROJECTS

Project Type: External

Organisation: Repro India Ltd. (www.reproindia.com)

Repro India Ltd is one of India's most integrated Print Solution companies.

Project Details:

Project 1. Team Leader - Project Implementation (September 2000 - December 2000)

- ❖ Implementation of Sun Microsystems's Cobalt Qube3 Linux based live Email server for 105 POP3 mailboxes.
- ❖ The entire reproindia.com domain's mailboxes are hosted on this mail server, which is connected to the Internet on a 2Mbps Leased Line link from VSNL.

Project 2. Team Member - Project Implementation (July 2000 - September 2000)

- ❖ Implementation of Sun Microsystems's Cobalt Cache RaQ4 Server appliance, a Linux based live web caching server for 1500+ users.

OTHER PROJECTS

- ❖ Plan, Design, Implement Microsoft AD and Exchange infrastructure.
- ❖ Identify & Interact with vendors/external agencies to understand new technology developments.
- ❖ Estimate resource requirements & efforts for new projects.
- ❖ Drive vendors and project teams to ensure timely delivery.
- ❖ Experience in Directory & Messaging design, planning & implementation.
- ❖ Exposure to network topology.
- ❖ Exposure on Integration for AD & Exchange for other applications like other Directories, CISCO Applications, Database & Web applications.
- ❖ Knowledge on Management tools, Best practices/models.
- ❖ Problem management, root cause analysis, trend analysis.
- ❖ Process improvement, documentation.
- ❖ Windows Desktops & Servers Operating Systems and Infrastructure Applications
- ❖ Hands on experience on Windows Management platforms.
- ❖ Windows performance management & capacity planning.
- ❖ Win 2k Advance Server - full fresh domain installation & configuration, migration from NT4 to Active directory.
- ❖ Exchange 5.5 live hosting with 45 users on Windows 2000 advance server including collaboration & unified messaging based on Exchange server.
- ❖ Exchange 2000 with 65 users on Windows 2000 advance server.
- ❖ IIS4 & 5 - Web hosting.

Implementations:

- ❖ Netscreen Firewall - Netscreen NS25 Firewall Design, Configuration, Implementation & Maintenance at the Datacenter.
- ❖ Fortigate Firewall - Multiple Fortigate FG60 Firewalls & VPN Design, Configuration, Implementation & Maintenance at the Datacenter & Various Branches.
- ❖ Win 2k Advance Server - full fresh domain installation & configuration.
- ❖ Win 2k Advance Server - migration from NT4 to Active directory.
- ❖ Exchange 5.5 live hosting with 45 users on Windows 2000 advance server including collaboration & unified messaging based on Exchange server.

- ❖ Exchange 2000 with 65 users on Windows 2000 advance server.
- ❖ McAfee Antivirus on gateway level - was able to block 48000+ hits of Nimda during the widespread attack.
- ❖ IIS4 & 5 - Web hosting.
- ❖ Cobalt Qube3 (from Sun Microsystems) live mailing & web caching server for 105 POP3 mail boxes.

Added to the above, I would also like to state my experience on the following:

- ❖ Plan, Design, Implement Microsoft AD and Exchange infrastructure.
- ❖ Identify & Interact with vendors/external agencies to understand new technology developments.
- ❖ Estimate resource requirements & efforts for new projects.
- ❖ Drive vendors and project teams to ensure timely delivery.
- ❖ Experience in Directory & Messaging design, planning & implementation.
- ❖ Exposure to network topology.
- ❖ Exposure on Integration for AD & Exchange for other applications like other Directories, CISCO Applications, Database & Web applications.
- ❖ Knowledge on Management tools, Best practices/ models.
- ❖ Problem management, root cause analysis, trend analysis.
- ❖ Process improvement, documentation.
- ❖ Windows Desktops & Servers Operating Systems and Infrastructure Applications
- ❖ Hands on experience on Windows Management platforms.
- ❖ Windows performance management & capacity planning

Section 3: Other Details.

INTERESTS:

Networking with contacts, reading, philately, surfing, computers, music, badminton, table tennis.

Contact Details:

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Other Details:

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 Near Nahur Station, Bhandup East, Mumbai - 400042, India.
 Date of Birth: 26th May 1975
 Current CTC: **Rs.12,00,000** (Fixed **Rs.10,00,000** and Variable **Rs.2,00,000**)
 Expected CTC: **30% Rise. Totally Negotiable. Let's talk and discuss.**
 Notice Period: **Can join immediately if required.**
 Passport Number: F 4 1 5 2 2 9 0. Valid up to 19-July-2015
 PAN Number: A G U P R 4 6 9 1 N
 Current Location: Mumbai (India).