**Hemant Sharma**

**Email ID -** **hemanks@gmail.com** **| Phone no.: +91 9594050601 | Location: Mumbai, India**

**LinkedIn -** [**in/hemant-sharma-86a60422**](https://www.linkedin.com/in/hemant-sharma-86a60422) **| twitter:** [**twitter.com/hemanks**](https://twitter.com/hemanks) **| Skype: hemanks**

***Senior Technology Strategy Professional - Leveraging Business leadership skills and experience to create Strategically Intelligent Organization***

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| **Learning Experience Canvas.com | Re-design learningCore Competencies*** *Information Technology & Business Strategy*
* *Portfolio Management*
* *Technology / Software Selection & IT Governance*
* *Execution Ability & Contingency Planning*
* *Process Improvement and Business Transformation*
* *People and Stakeholder Management*
* *Budget Management*
* *Project Management*
 | Free Images : apparatus, creative, brain, clockwork, concept ...**Profile Summary** Forward-thinking, business & technology savvy, a solid contributor and game-changer ready to take on the next challenge when it comes to the technology world in driving, designing and implementing projects, for short- and long-term strategic plans and to ensure infrastructure capacity meets existing and future scalability for business benefits.* Over 20 years of experience including demonstrated success in the management and innovative design/delivery of cost-conscious business enabling solutions in a global environment.
* Excellent business process and strategy development skills with a proven track record in building, maintaining and culture formation of diverse teams in competitive markets focused on results.
* Deep skills in Manufacturing, Technology Consulting, Logistics, Finance and E-Payment business processes with associated technologies.
* Skillful at liaising and coordinating with clients during project planning & cost estimation stage to achieve a competitive edge at the implementation stage.
* Held various leadership roles in Kenya and India and responsible for championing technological advancements across sectors.
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**Knowledge Purview**

**Strategic Business Partnership & Leadership**

* **Adept at defining, leading and driving project operations effectively**, through the implementation of several management dynamics including Strategic Execution Plans, Task & Resource Allocation, Team Management, Performance Monitoring/ Supervision, Progress Reviews, Hiring, Training & Employee Development, etc.
* **A major contributor to growth**: Works closely with the C-Level Management of companies, to devise innovative strategies to business problems and implement critical projects
* **Business Transformation Expert -** Developed target-oriented operating models based on scope, and feasibility. Further, implemented transformation programs with streamlining and consolidation of business processes to achieve scalable and effective operational efficiencies.
* Fulfilling six key responsibilities within IT, including Inspire, Include, Motivate, Focus, and Integrate and celebrate success together.
* **Functioned and fulfilled as multifaceted professional** as that of Consultant, Influencer, Mentor, Operation & Change leader

**PROJECT MANAGEMENT**

* Planning, Execution, and Delivery • Quality Assurance • SDLC• Agile Methodology • Resource Management • Budgetary Control
* **Project Initiation** - Develop, assess and select the proper strategy for the project, considering Performance, Cost, Time and Scope constraints • Project Terms of Reference (TOR) • Identification of Project Stakeholders & their roles • Impact Analysis
* **Project Planning** - Project Scheduling • Work Breakdown Structure (WBS) • Time and Budget Estimates • RACI Matrix Document
* **Project Execution and Monitoring & Control** - Monitor Project Execution • Control and monitor Project Scope, Time, Cost, Quality and Risk • Change Management processes of project • Project Progress and Performance Reviews • Project Implementation – Planning and Execution • Adherence with SLAs
* **Project Closure** - Post Implementation Review • Documentations • Knowledge Management

**IT BUSINESS CONSULTING**

* **Business Transition with Technology Advancements** • Large complex global infrastructure projects, programs or initiatives • IT Solutions for Business Improvement • Project Budgeting and Feasibility Analysis • IT Risk Management
* **Business Analyst** - Understanding Business Requirements and Operational Challenges • Devise technology solutions
* **IT Governance**: Developing - Policies & Procedures, SOPs, Framework • Assess & Mitigate Risk
* **Process Methodologies** – Project Planning & Execution • Release Management • Integration Management • Defect Prevention Analysis • Risk management

**Career Success- Significant Projects – Developed, Delivered and Implemented**

* Design and implementation of Point-of-Sales systems across GCC. - POS was, connected through a Dial-Up modem for receiving and transmitting the daily data across locations, which saved time and authenticity of data.
* Platform migration from Novell to Microsoft SBS.
* Business mapping for RFID implementation for CFS.
* Conceptualized & developed a customized ERP business solution for an FMCG Company in Kenya.
* Designed and implemented an e-Payment solution.
* Designed a customized ERP business solution for a US-based Mobile Refurbishing Company.
* Managed Business mapping for the deployment of HRMS, Payroll & Time and Attendance system.
* Business Requirement gathering was, done for an Employee Management System for Mortgage Vertical.
* Designed and managed the implementation for Salesforce & SharePoint as per the business requirement.
* Designed an Auto Fail-over solution for Business Continuity with Auto-alerts, which saved downtime in business operations.
* Implemented a GPRS system on trailers transporting ODC for real-time daily status reporting to clients.
* Implemented an In-House Ticketing Support System.
* Implemented Auto Bonus calculation for Mortgage Agents for a US-based Mortgage Company.
* Designed Consumable Consumption Module for a Hospital in the US.

 **Academic Qualification**

1989 | Bachelor of Arts in Economics | University of Mumbai

**Certifications -** Project Management Professional (PMP) • Systems Management • SCO Unix • Oracle • Novell Administrator • Microsoft Product Specialist

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**Career Timeline**

**Group Chief Information Officer (CIO)** (reporting to Executive Director) **Nov 2017 – Mar 2019**

**Apex Steel Limited | Nairobi, Kenya**

Commanded leadership and achieved the organization's strategic business goals through technology. Oversaw the delivery and sustainment of technology infrastructure, connected workplaces, and played a key role in planning and providing for growth and development in identifying opportunities for rationalization, and creating efficiencies, cost savings in the design or purchase, of any new application.

* Provided an Auto Fail-over solution to ensure that there is no disruption and downtime in business operations.
* Mapped the business requirements for HRMS for the group.
* Designed the framework for SharePoint for the group.
* Designed the integration of Salesforce with Oracle.
* Implemented the In-house Helpdesk support system.
* Project documentation is done for migrating from Oracle to the SAP platform.

**Project Director** (reporting to Managing Director) **Apr 2016 – Sep 2017**

**Progile InfoTech Pvt. Ltd. | Pune, India**

*Spearheaded the Project Management and SDLC for the inhouse projects of the firm - developed and delivered end-to-end project plan including milestones, deliverables, and schedule, critical path items, and interdependencies, resource base to execute the project effectively.*

* Facilitated team formation of employees and contractor resources to make a high-performing partnership team with project sponsors to enable resource demand planning, change management, and project planning decisions.
* Defined the scope of work (i.e. deliverables, acceptance criteria, and timelines) to support project outcomes and develop RFP/RFQ documents to enable procurement, and support vendor selection and contract negotiations.
* Improved project delivery execution by aligning with our project methodology and using industry standards; report to the project management office (PMO) on project status and quality.
* Managed the financials and forecasting of the project against budgets and raise issues for resolution.
* Presented updates on project health to ensure continuous alignment to the project delivery to keep the project on cost and schedule.
* Managed change to project scope, budget, and timelines using an established change process.

**PRIOR ENGAGEMENTS**

**Group CIO | Mini Group, Kenya | Jul 2014 - Apr 2016** - As Group CIO, directed the automation of the business process for the group’s various business verticals, upgrade, and consolidate their existing IT Infrastructure and Software Compliance. Headed the Information Technology development activities and provided leadership for current and new technologies to meet the current and future growth needs of the company. Collaborated with the divisions to identify, plan, and execute long-range, sustainable information technology needs that will fulfill demand and foster growth. Identify the technology needs of the employees demographic and determine feasibility.

**IT Application Manager | Allcargo Logistics Ltd., Mumbai | Aug 2011 - Jun 2014** – Oversaw the application needs of a company, analyzing the structure and flow of the business’ work to identify possible application solutions. Exhibited excellence in technology understanding and project management. Recommended the latest software developments and ways that software can be applied to make the business more efficient and successful.

* Led a team of IT specialists responsible for implementing and upgrading system hardware and application software. Ensured that the servers are all ready before implementing new systems, and then carefully monitor the rolling-out process to catch any snags.
* For any new software that is introduced to the organization, developed and oversees protocols and procedures for its usage.
* Coordinated with vendors through project development and implementation.

**Head IT | MHTC Logistics Pvt. Ltd., Mumbai | Oct 1998 - Aug 2011** – Headed the complete success of the IT department, exhibiting expertise in project management. Delivered responsive IT solutions – covering IT infrastructure and ERP solutions. Monitored and reviewed IT Service Continuity Plans regularly to support the business and its continuity requirements.

* Consolidated IT Infrastructure plans to create and enhance business value.
* Effectively implemented global IT standards and policies. Supported the overall technical implementations and troubleshooting.

**Management Trainee | Alshaya Trading Agencies, Saudi Arabia | Aug 1991 – Aug 1998** – Moved to Saudi Arabia and joined the technology department.

* Nurturing the interest in the field of software and IT service delivery, worked beyond the designated JD and acquired extensive experience in managing PC-Lan Network, Data transfer, backup, implementation of Point of Sale System across locations.
* Developed skills in Project Management, IT service delivery, Business Continuity, IT System Audits, incident management, Implementation support, and client management.

**Customer Support Engineer | Hindustan Computer Limited (HCL), Mumbai | May 1989 - Jul 1991** – Joined there as a fresher and new to the corporate work. Acquired both technical and organizational skills which enabled me to grow professionally and I will always grateful for contributing what I am today.



**Personal Details**

**Nationality:** Indian **| Date of Birth:** 31st March 1966