Dinesh Maruti Parkar

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**OBJECTIVE**

To attain a suitable role in Information Technology with a well known company and leverage experience of smoothly coordinating high end projects, managing infrastructure and devices as well as assuring high availability for a critical application.

**Career Abstract**

* Creative, result driven technology leader with over 14 years of experience in managing the entire technology operations with successful track record of delivery within timelines and budget.
* Skilled in grasping big picture, conceptualizing, implementing solutions and partnering closely with business leaders, various stake holders and senior level executives.
* Professional with a notable success in broad range in corporate initiative, while participating in planning, analysis and implementing solutions in support of business objectives.
* Excellent interpersonal skills, ability to relate to people at any level of business, sensitivity with mature thinking with strategic business approach.
* Well qualified in all aspect of project life cycle. Initial feasibility study, product positioning, design, implementation, documentation, price negotiation, user training and operations.

**Technologies Worked**

# Servers, Storage, Backup Applications, VmWare

# Routing & Switching networks and environments

* Security Solutions firewall, UTM, Antivirus, DLP, Cisco PIX & VPN
* Cloud Services Microsoft O365, Oracle Cloud
* Quality of service.

# Wan Optimizers

# BCP-DR Planning and implementation

# **WORK EXPERIENCE**

1. **Organization: Cheers Interactive India Pvt. Ltd. (October 2018- Till Date)**

Responsibilities:

* Working as Head IT Infrastructure for Cheers Interactive taking care of IT Infrastructure
* Handling IT operations of company comprises of Servers/ Storage/ Backup/ Network/ Security/ Procurement/ Budgeting/ EPABX/Video Conferencing
* Managing a team of 10 members, having periodic updates with team on various issues and new initiatives
* Creating policies on backup of servers and restoration
* Deep dive investigation on IT calls by doing root cause analysis helping to reduce number of calls
* Taking care of procurement of IT infrastructure
* Management of software compliance for Microsoft and Adobe
* Vendor management and negotiations from price and services perspective
* Negotiation with leased line/ internet service provider for cost optimization with better services
* Exploring cloud options to enhance performance and cost optimization
* Innovative thinking for business needs – implementation of skype for business for effective business meets and saving on cost & time
* Tracking of payment to vendors
* IT Budgeting

1. **Organization: Asset Reconstruction Company India Pvt. Ltd. (August 2013- September 2018)**

Responsibilities:

Working as Chief Manager Infrastructure for India’s first Asset Reconstruction Company taking care of IT Infrastructure (Servers / Network / Security / Procurement / Budgeting / EPABX/Video Conferencing)

* Setup & management of infrastructure (Servers, Routers, Switches, Firewall etc.) at various IT & business projects.
* Management of SAP server infrastructure for FICO Module
* Management of IT Infrastructure for Mumbai, Navi Mumbai branches along with 17 branch offices PAN India.
* Firewall Management with policies on firewall
* Planning and implementation of new solutions
* Looked after procurement of hardware / software licenses
* Managed data center (DC) including server management
* SAN/NAS Storage management
* Data security, data backup and restoration testing
* IT security policy & compliance as per audit requirements.
* Looked after the Technical Team & Onsite Project Team.
* Effectively handled vendors & in house team including follow up for call attendance, replacement, closure in time & standby arrangement
* Implementation of security policies at regional level as per company’s IT policy
* Management of telephone system at regional level including communication server setup (Nortel – Avaya)
* Interacted with internal clients on all levels to help resolve IT related issues and provided solutions in a timely manner.
* Tracking of IT calls across branches and timely resolution of calls raised following escalation matrix.
* Antivirus server management and End point Management
* Capacity Planning for Network, Storage, Servers
* Managing SAP servers
* Carrying out compliance audit for IT Security and Licenses
* Virtualization of servers using VmWare
* Budget planning for IT
* BCP/ DR Planning and Setup
* Vendor Management , SLA Management, Support contract renewal
* Inventory management of IT assets
* Preparing and modifying documents, policies, procedures, SOP and forms
* Motivating and encouraging team members

1. **Organization: National Commodity & Derivatives Exchange Ltd (February 2005- August 2013)**

**Responsibilities:**

* Installing/ upgrading the network/ parts thereof, based on the organization structure and workflow requirements.
* The present network consists of Nation wide WAN connecting the traders to the Exchange through the connectivity media viz. MPLS, Leased lines, VSATS and Internet.
* Ensuring high uptime for entire WAN links with proactive monitoring.
* Identifying, researching and presenting suitable new technologies to enhance the infrastructure cost effectively.
* Undertaking preventive and emergency maintenance of the network, ensuring minimum downtime of the mission-critical systems.
* Responsible for Planning and deployment of new network infrastructure
* Responsible for negotiations for Leased Lines & network infrastructure procurement.
* Tuning the network for performance optimization.
* Inventory management for all network devices.
* Managing a 6 member’s team for carrying daily operations of exchange.
* Part of implementation team for Voice Logging solution from NICE.
* Implementation of Avocent IP KVM Switches for Servers.
* Budget planning for network

1. **Organization: CMS Computers Ltd. (December 2003- February 2005)**

Designation: Customer Support Engineer

Project: VSNL, Mumbai

**Responsibilities:**

* Administration and troubleshooting of IBM/Compaq/HP windows desktop/laptops.
* Asset/Inventory documentation of all the Desktops and Laptops.
* Maintenance of LAN.
* Configuration of Windows 2000 Server for DHCP, DNS.

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1. **Organization: Loke Computers (October 2001- December 2003)**

Designation: Faculty

**Responsibilities**:

* Teaching for the course of Computer Hardware with networking conducted at Government Polytechnic, Mumbai.
* Installation and maintenance of the computers.

1. **Organization: Jay Instruments and Services Ltd (December 2000- September 2001)**

Designation: Customer Support Engineer

**Responsibilities**:

* Providing technical support for the customers of Gateway Computers, US

based Company via internet.

* Maintaining record of the customer for the future reference.

**EDUCATION:**

* Bachelor of Engineering – Computer Engineering, Mumbai University, 2000, secured 57%
* Class 12- Ramniranjan Jhunjhunwala College, secured 63.67% marks

# Class 10-Dnyandeep Vidyamandir, secured 80.85% marks

**CERTIFICATIONS:**

* Cisco Certified Networking Associate(CCNA)
* Information Technology Infrastructure Library (ITIL)

**Personal Details:**

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Date of Birth : 21st November, 1977

Languages Known : English, Marathi and Hindi.