BALWANT SHARMA

EXPERIENCE SUMMARY

- A senior Education professional with an experience of over 35 years, of varied roles – from **Director -Engineering and Management Institute**, **Head Corporate Training**, **Commander-Indian Navy**, **General Manager**-Software company with **400+** professionals, handling large and complex projects. **I was working as** <mark>**Director-Birla Institte of Technology Ranchi (NOIDA Campus) till recently. Since March 2014, I am Offg./Deputy Director at HMR Institute of Technology and Management, IP University New Delhi.**</mark> Earlier, I have worked **as SBU Head** in Tech Mahindra and Etisalat, Tata Infotech and Relaince Info.. I have managed **Operations/ Delivery** of IBM Vodafone/Etisalat Mobily.

- Functional experience includes in managing **Data Centres and IT projects** as varied **from Telecom,** Healthcare, Retail solutions, eGovernance**, IT infrastructure, ERP,Smart Card based solutions, and Portal Applications,** With on-offsite development methodology. Responsible for Customer/Resource management for a number of projects for domestic and international clients. Strong business skills, equally balanced with strong technical skills.

- I have done training programs in **Data Science**, **Block Chain Technology,Machine Learning/AI,IOT,5G, cloud computing**. I have good understanding of **China Business Models**. I emphasized **Innovation** at work, both in Industry and Academic life.

WORK HISTORY
Academic:

ORGANIZATION	DURATION	ROLE
HMR Institute of Tech & Mgt.-Delhi	Feb 2014-2019	Offg./Dy Director (IP University)
Birla Institute Of Technology/DIT	Feb 2011- Sep 2013	Director –Noida Campus
Tata Infotech (TCS)	Oct97- Dec 98	Head - Corporate Training (MDP/TDP)
AIT Rajkot (Saurashtra University)	2002	Head - Computer Science
INS Valsura (Indian Navy)	Jan 86-Oct 87	Head - Computer faculty

Industry:

ORGANIZATION	DURATION	ROLE
IBM	2009- 2010	Director/DPE -ODC
Tech Mahindra /Etislat(Mobily)	2006- 2009	General Manager (Delivery Head)
Reliance Info. Solutions Ltd.	2004-2006	General Manager – Delivery/IT
Applitech Solution Ltd.	2001-2004	General Manager- Project Delivery
Tata Infotech Ltd. (TCS)	1997-2001	Group Head (Executive Manager)
Indian Navy	1977-97	Commander IT & Systems

KEY ACHIEVEMENTS

EDUCATION
- **Ph.D (Information System) Birla Institute of Technology**
- **M.B.A** - **FMS Delhi University, India**
- **M.Tech(Computer Science),Indian Institute of Technology**, Kanpur
- **B.E** (**Electronics & Comm.), Birla Institute of Technology** Ranchi

Ph.D Thesis : Development of Process Performance Models for Enhancing Predictability

COURSES/TRAINING/CERTIFICATIONS:
- Certificate in Data Science, cloud computing, 5G

- **ML/AI/IOT/5G**
- Visual Basic, Oracle, SQL Server,D2K, C, VC++, JAVA ,D2K , .Net, J2EE ,LISP,APL
- **Prince 2 Certification in Project Management**
- **PMP Training**
- **SPSS, MINITAB**
- Agile Methodology
- ITIL Training by IBM
- ERP/SAP training
- Telecom(OSS-BSS/Mobile) by MTNL Mumbai
- **Banking Course**
- **Insurance Training by Kotak Mahindra Life**
- Russian Language
- **No. of Research Papers**

Director (Off.)- HMR Institute Of Technology & Management, New Delhi GGS IP University   (Feb 2014-   2019)

I am officiating Director, earlier Dy. Director HMR Institute Of Technology & Management Delhi**,** HMR ITM is part of GGS IP University Delhi.

HMRITM has many branches of engineering like Mechanical, Computer Science, Electronics, IT Electrical and **MBA, MCA** programs approved by AICTE.

Director HMRITM is responsible for managing all aspects of Institute including Finance, Technical, Academic and Administrative functions. Student strength is 3000+.

Director- Birla Institute Of Technology/DIT, (Feb 2011-Sep 2013)

I was Director Birla Institute Of Technology, Ranchi **(Noida Center),** BITS Ranchi .
 BITS, a deemed university is a prestigious Institute of nearly 60 years standing and is rated among top 20 engineering institutes of India.

BITS has many branches of engineering like Mechanical, Computer Science, Electronics, Civil, Chemical, Electrical and MBA, MCA, M.Tech programs approved by AICTE. The centre also students doing Ph.D in Management and Computer Science area.

Director BIT Noida is responsible for managing all aspects of Institute including Finance, Technical, Academic and Administrative functions. Student strength is 1000+.

IBM - Delivery Project Executive

I am Delivery Project Executive with IBM for a major account. I am looking after Application development related to domain in area **of mediation, billing, Provisioning, EAI, FMS, CRM** etc. This is large account with a team size of 300+ .

Product Used :   BSCS(Billing), COMPTEL(OSS), Oracle CRM,

I am doing maintenance/up gradation of Telecom application based on new requirements from Vendor. Vodafone applications are in areas of mediation, billing, e-Portal etc. Managing customer is major requirement of the current assignment and requires dealing with client at the highest level.

MOBILY INFOTECH Ltd (Etisalat Telecom) – Director ODC -Bangalore

Mobily Etisalat is largest telecom operator in Saudi Arab. Mobily is a $3 billion company.

Product Used: Oracle BRM (Billing), Siebel CRM, OSS Ericsson/Internal product, SAP

Development centre provides software support to Mobily in Saudi Arab in area of **Mediation, Billing, Provisioning, CRM (Siebel), ERP, EAI (MQ series/MB), Portal applications,**

Risk Analysis and Fraud Management Systems(FMS). Mobily Infotech uses latest art of technologies for all its products and services. I managed IT infrastructure of Mobily at Bangalore, which includes a Data Centre, telecom network.

As Director ODC, I managed **a team of 250+** . Job involves delivery of Projects in time and cost in are in area **of Billing, Mediation (Provisioning), Mediation(Billing), Credit Control, RAFMS, ePortal management of Mobily, EAI,DWH, CRM(Siebel), ERP(Oracle Financial).**

I was responsible for overseeing design, architecting solution, delivery and implementation.

TECH MAHINDRA   General Manager (Delivery Head)

Tech Mahindra a leader in Telecom software domain has business interest with all major telecom players in the world, like British Telecom, AT&T, O2, Alcatel etc Team Size 170 +.

I was handling **Program Management** (offshore) 21CN group related to British Telecom projects which deal with implementation of IP based networks. I have managed PMO activities of BT3 IDU.

Inventory Management Projects like PACS, Bert- Txn, CSAM-ANDES service activation for NGAXE switches of BT network (**OMS from Metasolv based**), IMS based applications, Switch Manager/CRM applications. **I also worked in BSS application for a Geneva based billing system in a project.** The responsibility involved interaction with offshore/onsite Delivery Team, senior management of British Telecom for monitoring and reporting progress. Role also involved reports on **periodic Health Check of projects**, maintaining a project log tracker.

Mahindra Data Centre: I have also managed Data Centre operations (24x7) of Mahindra & Mahindra at Mumbai, for country wide operations. ITIL processes have been implemented across the Datacenter operations.

Job included Network Management, Device monitoring, LAN/WAN monitoring (**Routers, Switches, Servers.). Data Centre has a SAP** implementation, and maintenance of various **SAP modules is** a continuous requirement**. M**aintaining relationship with telecom service providers **BSNL** and **Reliance Infocom was** an important part of the job . Managing IT Security related issues of the Data Centre like Symantec firewall, Antivirus management and Desktops management across India operations is another requirement of the role**.** The applications being maintained are E-mails, Storage & backup, Database Administration.

Application Support: **Application support** for SAP implementation and other applications at L1, L2,L3 and L4 level. The role also involves management of **SAP team** across India. **HP Openview** is main monitoring tool used for IT operations.

DELIVERY HEAD (GM) Responsibilities:
- Preparation of plans and budgets for the Group
- Management of resources for the Group
- Support to Business development by proposal preparation and customer meetings

Reliance Info. Solutions Ltd.   (Mar 04 – Dec 06)

General Manager Delivery–Projects /Regional IT Head

Reliance Industries is the only Fortune 500 companies in India in Private Sector dealing in Oil and Gas, Petroleum, Telecom and related Industries.

Reliance Info. Solutions Ltd. **As Project Head** for Business Applications and IT infrasture for Petrol Pump project and responsible for Delivery. I was **Regional Project(South**) Head-IT and was involved in setting up IT Applications/facilities for Reliance Retail outlet projects.
- Retalix Product is also used for Reliance Fresh stores
- Implementation of System Integration project across India
- Large team of 160+ professionals
- **SI Projects involve** setting up Hardware, providing connectivity by either V-Sat and optical fiber, (using Router and Transport network of

Reliance Infocomm), installation and testing of **business applications including using Smart Cards.**

IT operation of Petrol pump project uses **Remedy** as main monitoring tool.

Prior to this role I worked on Software Maintainence/application development:

- **OSS/BSS Applications :** Product Used- **OSS- Clarity, BSS- Single point, SAP ERP, and Clarify- CRM**
- Projects in the area of **Business Applications/System Integration**
- **Business Applications include Design of Portal based solutions for Commercial and Business Operations** for **Reliance Petroleum Retail**
- **Applications developed at Reliance include:**
  - i) Retail Audit Management
  - ii) Customer Sales and Price Management System
  - iii) SCM at Reliance Refinery etc.

Major Tool: Retalix of Israel (Retail Solution)

Applitech Solutions Ltd.   (June 01-Mar 04)

General Manager – Projects Delivery

Applitech Solution Limited has more than **350+ software professionals**. It has International offices in USA, UK . In India its HQs is at Ahemdabad. **CMM** Level5 company.

Applitech has to its credit large projects like Kandla Port Trust, MPT Goa, E-Governance projects of Gujrat Government – e-CRM Products, Number of projects for Space Application Center Ahemdabad .

In Applitech I was responsible for implementation of Health care projects for Fortis Hospital (Mohali), Prathma Blood Centre Surat and foreign clients like **Dragaco** in Germany. **ERP implementation** for **Pectech** in Indonesia, Mauritius, Singapore Ports, Smart Card/Retail solutions for MP Government were other projects.

Prof & Head Computer Science Atamiya Institute of Technology (Saurashtra University)

I was Prof. of Computer Science in 2002 at Atamiya Institute of Technology in 2002 at Rajkot

Tata Infotech Ltd. (now TCS) - Executive Manager (Oct 97-Jun01)

A CMM Level 5 TATA company **merged in 2006** with **TCS.** My experience includes:

Defense IT projects and Maintenance of various Internal Systems of Tata Infotech after implementation. These systems pertain to Finance, HR, Intranet, Taxation, Inventory and Spares, and so on. These systems have been developed using **D2K, Oracle 7.3,** etc. Intranet was developed using Microsoft technologies. In addition I was involved in development of web sites and implementations of Company wide ERP solutions, Hospital Information Systems for INHS Aswini, Naval Hospital Mumbai and Material Management Project of Indian Army. I have also managed **Corporate Training for 6000+ employees** of Tata Infotech for more than one year.

IMPLEMENTATION OF WAREHOUSE, SUPERVALU, MINNEAPOLIS, MINNESOTA, USA

The company is a leading warehouse and retail food distributor and the 10th largest food retailer in the US with over 1120 retail stores, including 650 licensed locations across 38 states. It caters to approximately 6,100 stores of all sizes and formats, which represent regional and national chain supermarkets, corporate, owned and franchised retail locations, mass merchandisers, and retailers.

The objective of the Enterprise Advantage Data Warehouse (EADW) was to assemble and manage data from various sources, so as to measure performance and analyze data to improve decision-making of Category Managers. The responsibility included:

- Overall program management – including delivery infrastructure, delivery team, scope, contract and customer interface
- Delivery Management – On time, within budget and with Quality responsibilities
- Responsible for cost and quality for program deliverables

INDIAN NAVY - COMMANDER   (1977-97)

Def. Research Development Organization (DRDO) New Delhi (1993-1996)

In Indian Navy, I served in various capacities, but performed following IT related jobs: Planned and Executed jointly with **TCS Delhi,** number of Projects for DRDO, while I was posted at Directorate. Of Naval R&D at DRDO HQ**.**

TACTICAL SCHOOL MUMBAI   (MAR 89–JAN 92)

I was Systems Manager of Tactical Trainer based around Radifon 2000. This simulator was used for playing war games to train Naval Officers on Tactics at Sea. System simulated Operations Room scenario for ships in Rooms and they could operate as Fleet of ships of Opposite Forces and learn tactics being practiced at sea. In addition we had **Air Craft Direction system from British Aerospace to train Navigating Officers on landing of Aircraft.**

DEPUTY MANAGER NAVAL DOCKYARD MUMBAI   (AUG 1983 – DEC 1985)

I was In charge of PCB Test Centre, with Fluke 3050 and TDC 316 Computers, facilities.

Head: Faculty of Computers: INS Valsura Jamnagar
INS Valsura is a premier naval training institute training Technical officers of Indian Navy.
 I was Head of Computer Faculty from 1986-88, teaching student officers in area of Computer

Major Projects implemented till today: Major Projects Implementation of IT Systems for a nationwide Reliance project /Sodhexo, Warna, Mandi smart cased based applications, E-Governance- Home Deptt of Gujarat Government, Kandla Port Trust, MPT Goa, Drogoco Germany, Pec-Tech Indonesia(ERP system), Space Application Centre, Ahmedabad, Attendance System using Bio Mouse, E-Commerce Product development for Packaging/PCB Industry and E-CRM Service Request Mgt. System- product was launched in UK, Easy car Renta U.K, S I projects, internet/web projects and Finance based projects (internal to Tata Infotech), RO Audit Management System, CRM of Reliance Industries. **OSS/BSS/ERP/CRM** applications related to Telecom

Technical Publications : Number of Technical papers published in Naval Technical Magazines, Springer and other International Journals.

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