**Prashant Mehta**

**E-Mail: mehta.prashant.1987@gmail.com| Contact: +91-9962268283**

**LinkedIn: https://in.linkedin.com/in/prashant-mehta-5a662723**

**Profile Summary**

* **ITIL, AWS & Cisco Certifie**d professional offering **over** **9 years** of successful career in **IT Service Delivery Management, Operations Management, IT Infrastructure Management, Project Management and IT Compliance & Governance.**
* **A disaster recovery expert** with excellence gained in recovering large scale data at organizational level; Led the development of business continuity plans and implementation of disaster recovery infrastructure
* Combine technical expertise with strong business insight and operational understanding; ensure all technical strategies and activities align with corporate goals
* Monitored high-severity incidents to ensure service availability with minimal delay and impact towards ensuring smooth operations of an infrastructure environment
* Led the design and documentation of infrastructure processes, procedures and standards along with the maintenance and preparation of system and software documentation
* Led delivery frameworks and new technology implementation projects for streamlining related activities as per quality standards
* Proven leader skilled at building and motivating diverse technical teams (L1, L2 and L3) to achieve outstanding results and complete projects on time and within budget

**Core Competencies**

IT Service Delivery Management Project/ Program Management IT Operations Management

Disaster Recovery Business Continuity Planning IT Asset Management

Process Automation & Improvement Client Relationship Management Budgeting & Cost Optimization

**Technologies**

WAN

LAN

WAN Optimization (Riverbed)

Cisco VOiP

AWS

**Organizational Experience**

**Since Jun’18 with Orange Business Services, Navi-Mumbai as Operations Manager**

**Key Result Areas:**

* Administering Program Management on assigned accounts & executing Service Level Management and KPI’s agreed with customers; participating services reviews, escalations, and ad-hoc calls
* Understanding various Service Delivery reporting needed for measurement of Operational, Financial and Customer Experience efficiency levels
* Augmenting customer satisfaction by operational excellency & governance; driving customer feedback & queries to the satisfaction level
* Driving internal operation reviews & working towards new initiatives in delivery to increase in productivity, efficiency, team/employee bonding, CSAT
* Supporting & driving organizational guideline with various internal initiatives
* Managing direct reportees (who can be of the level of Operation Managers, Solution Consultants)
* Executed Service Delivery of IT Infrastructure for Network, Voice and Server management
* Supported Delivery Team at L1/ L2/ L3 Operations, Project Consultants and Service Desk
* Drove internal operation reviews & worked towards new initiatives in delivery to increase in the productivity, efficiency, team/ employee bonding, CSAT; supported & drove organizational guideline with various internal initiatives
* Increased revenue through adherence to established change management processes enabling clear identification and billing for out-of-scope work performed
* Augmented customer satisfaction by operational excellency & governance, driving customer feedback & queries to the satisfaction level
* Managed appropriate staffing levels, skill levels, driving technical certifications & training, talent retention and working towards talent hunt
* Defined & ensured implementation of all key delivery strategies, processes, procedures, guidelines, tools, method
* Improved operational systems, processes and policies in support of organizations mission specifically; supported better management reporting, information flow and management, business process and organizational planning
* SPOC for all operational requirement, escalations within scope of delivery and satisfying customer queries by following up on escalated issues
* Driving:
* Operational effectively by following & applying ITIL, ITSM & industry best practices
* Service Improvement Program, initiating and executing structural improvement and efficiency programs
* Customer Service Management Review as well internal Management Reviews
* Ensuring appropriate quality controls and adherence to standards of performance through which Services are maintained, for technical, operational, administrative or management activities and staff
* Mentoring team members, other organizations, customers, and vendors on complex issues
* Identifying:
* Sales opportunities arising from service delivery
* Talent within team & defining development plan for the employee

**Highlights**:

* Generated additional revenue of 726289 Euros
* Reduced Operational cost by 25000 Euros per month through LEAN Six Sigma project implementation
* Won Delivery Par Excellence Award for the year 2018

**Aug’16-Jun’18 with AstraZeneca, Chennai as Service Owner – Disaster Recovery**

**Key Result Areas:**

* Enhancing quality of deliverables to meet organization objectives showing direct savings and quick wins for IT Service Management and IT Service Delivery; undertaking effective management for enterprise monitoring encompassing Business Continuity Planning, Disaster Recovery, Application Tearing and Demand Management
* Analyzing portfolios and implementing action plans for roadmap alignment with business strategy for departmental initiatives; working cross-functionally within business units to ensure effective support of solution design activity with appropriate financial, operational and technical teams
* Ensuring optimization of services delivery to serve organizational strategic goals by suggesting new initiatives and optimizing current initiatives keeping in mind company GxP, SoX and data privacy norms.
* Undertaking transformation of technology and cost for IT asset and service management adoption by revisiting and improving policies, processes and technologies; managing governance of service quality and alignment to transform process, frameworks and solutions in line with effective data recovery across the firm
* Liaising with demand management office for operations pertaining to headcount management; coordinating with other teams to ensure all infra work are maintained as per requirement and accordingly signing contracts and engaged in vendor management

**Highlights:**

* Worked on automating special site-specific tools to improve various metrics
* Led development of business continuity plans and implemented disaster recovery infrastructure such as Primary Data Centers, Site level Data Centers and Business Critical applications
* Rendered services as part of main project including Robotic Process Automation developed for automating process and reducing manual efforts that recovered a lot of resources and moving them to other areas and curtailed headcount number noticeably
* Provided 24/7 technical support to global clients; re-designed technical infrastructure resulting in a global, high-availability environment
* Reduced operational costs by 15% through appropriate vendor management, process management, implementation of different models in build-out projects and through substantial reduction in additional expenses

**Apr’14- Aug’16 with UST Global, Chennai as Service Manager (Network & Telecom)**

**Key Result Areas:**

* Build IT strategies & plans around enterprise strategy & aligned IT budgets to the business goals; framed & implemented IT plans to achieve strategic business goals and accordingly set information management strategy & direction
* Led:
* Development and management of network infrastructure, annual budget (operational & overhead cost)
* Development of business continuity plans and implemented disaster recovery & service improvement plans
* Worked as an escalation point for Incident Managers and ensured bridging including initiation of any necessary escalations and business impacting issues

Highlights:

* Implemented various initiatives such as designing Proof of Concepts (POC) and creating scripts which helped in reducing stale objects
* Drove implementation of disaster recovery solutions for UST Global meeting Service Level Agreement (SLA) criteria
* Ramped up incident **Service Level Agreement (SLA)** adherence **from 95.6% to 99.3**% through daily reviews; improved recovery times for complex incidents and 98% were resolved same day (up from 93% over last 12 months)
* Created execution roadmaps for budget controls, IT infrastructure, crisis / disaster & business continuity plans, asset management to reduce overall operational costs of resources, infrastructure & applications as well as create an alignment between business / technology plans and strategic initiatives at the top level
* Steered IT service delivery for 70,000 plus users; achieved over 95% IT service satisfaction for 600 remote office locations across 150 countries
* Turned around a very low-CSAT account in 12 months that led to business retention

**Mar’10-Mar’14 with Maersk Line, Chennai**

**Growth Path:**

Mar’10-Sep’10 Service Desk Engineer

Oct’10-Jan’13 Network Analyst

Feb’13-Mar’14 Incident & Problem Manager (Data & Voice Network Operations)

**Key Result Areas:**

* Ensured that vendors incident functions restore normal operations quickly with least possible impact on either business or user; ascertained that vendor incident management process is effective in managing incidents
* Enabled efficiency and effectiveness of incident & problem management ITIL processes for service delivery
* Analyzed network traffic, monitored and managed health & status of network using Wanmon (NetQoS); conducted reviews of logs and generated reports for the same
* Maintained:
* Cisco Routers 7200 and 3600 used for Voice with E1 cards
* Cisco server switches 6500 and Catalyst 4000 switches
* Managed various escalations on vendors and service recipients
* Worked as a Duty Guard to ensure 24x365 escalation point within Maersk Line IT

**Certifications**

* CCNA
* ITIL V3 Foundation
* AWS Certified Solutions Architect - Associate
* ITIL Service Operations
* ITIL Service Offerings and Agreements

**Academic** **Details**

B.Sc. (Computer Science) from A M Jain College, Location in 2009

**Personal Details**

Date of Birth: 23rd September 1987

Languages Known: English, Hindi, Tamil and Guajarati

Address: B 3/15, Room No: 104, first floor, Sector 3 Vashi, Navi Mumbai: 400703