Mitesh Chokshi

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**Professional Summary**

**Delivery Leader – Industrial Sector (North America)**

Technically sophisticated and Business savvy management professional with a pioneering career reflecting strong leadership qualifications coupled with "hands-on" IT Delivery expertise. Maintain focus on achieving bottom line results while formulating and implementing advance technology and business solutions to meet a diversity of needs.

In excess of 20 years hands on experience gained from within the Pharmaceuticals, Health, Retail & Distribution, Utility, Finance and Manufacturing sectors, with specific skills in Product design and Development, Service Management, Business and Stakeholder Performance and Analysis, Business Growth and Development. Successes and achievements are based on a passion for people development and empowerment. Known as an inspirational leader with a supportive yet challenging management style that motivates both teams and individuals to achieve and exceed targets and job responsibilities.

• Credible track record of leadership with proven results through strategic planning and implementation.

• Effective driving of ITIL process discipline across all Technical Towers. Strong partnership with customers & internal businesses to deliver world class Infrastructure Technology.

• Hands-on experience in managing onshore (US)-offshore (India) program management involving global infrastructure & application service delivery.

• Managed and encouraged diverse environment globally.

**Proficiencies**

• Global IT infrastructure Program Manager

• Service delivery through stringent cost management & high efficiency using world class technology

• Global program management across cross-functional teams supporting customer’s enterprise environment

• Strategic Initiatives to improve process and quality of delivery

• Engagement and Transition management

• Data Center Operations and Management

**Core Competencies**

• Leadership and Management - Extensive understanding and experience in handling of critical business demands, implementation of company’s strategic goals.

• Strategic Outsourcing Management - Overseeing Global IT strategic planning along with off-shore program management.

• Program Delivery Management - Implementing and managing strategic IT roadmap focusing on establishment of Infrastructure services & delivery.

• Global Client / Vendor Relationship Management - Partnering with Global IT Service Providers and their leadership team.

• Financial Management - Contract Negotiation and SLA Monitoring.

• Resource Management and Mentoring - Establishing & managing multi-geographic onsite / offshore locations experience, Opportunity / Risk Assessment, and Infrastructure Planning.

• Global Process Management – Implementation and adherence to ITIL, Six Sigma and LEAN process models.

**Accomplished IT Infrastructure Solution Architect, UNIX (Solaris/Linux) system administrator** with experience in managing UNIX server/storage infrastructure and datacenter operations across multiple platforms (Solaris, Linux, Windows, VMware, Azure cloud, AWS cloud, Internet of Things). Effectively plan, install, configure and optimize the IT infrastructure to consistently achieve high availability and performance.

**Proven ability to create and deliver solutions tied to business growth,** organizational development and systems/network optimization. Skilled problem identifier and troubleshooter, Comfortable in managing systems, projects and teams in large IT environments.

Gained experience in working across different domains VMware, AZURE cloud, IOT, including Unix-Solaris, Clusters, Storage, and Datacenter management in IT service delivery, Banking & Stock broking industry, Telecom.

**Work Experience**

**Designation: Technical Solutions Manager – Oct 2015 to till date**

**Company Name: IBM India Pvt ltd**

* Manage end-to-end onshore-offshore IT Infrastructure service delivery for all clients in US geography
* Manage end-to-end Datacenter setup/operations for Clients
* Manage & drive governance to meet contractual SLAs
* Constructing partnerships between the project office, clients and managing the implementations of these partnerships to ensure positive customer satisfaction.
* Responding to client requirements as specified in the statement of work
* Having good knowledge on Postmature cloud, VMware, Solaris, Linux, storage, Middle ware and IT infrastructure.
* conducting requirement workshops to capture customer requirements and evaluation / analysis of their data
* Apply domain expertise and innovative ideas to architect/design solutions, evaluate multiple options to meet client's business requirements.
* Gathering the Infrastructure requirements for all projects with infrastructure deliverables
* Working closely with the Infrastructure Demand Manager on project engagements. Working with Infrastructure Platform Engineers to provide a consensus-based enterprise outcome that is scalable, adaptable and in line with ever changing business needs.
* Producing a system diagram that identifies all Infrastructure components of the solution.
* Providing advice and guidance to management during planning phases to ensure that non-functional requirements are included in the overall specifications
* Design detailed delivery model for the run services using context view, operational Model view
* Build & propose the Infrastructure Transformation Plan using component model view.
* Present the solution to the customer during workshops, oral sessions
* Manage & mitigate the risks associated with the proposed solution

**Designation**: **Subject Matter Expert – Aug 2012 To Oct 2015**

**Company Name: IBM India Pvt ltd**

**Client Name: State Street Corporation Ltd.**

* State Street Corporation is a leader in financial services, offering solutions to clients in more than 100 countries with one of the most comprehensive global product platforms available.
* Working in Remote infrastructure management environment to support UNIX production systems for UK and Americas region.
* Deliver all the project work related to Solaris operating system, VCS, Viv and Linux.
* Responsible for Solaris and Linux Server Build.
* Working with team members to ensure 7x24 supports for mission critical system
* Resolving/Troubleshoot the issue using Standardized process and procedures
* Provide documentation for all server changes, installations, and upgrades to ensure accuracy according to the company standards
* Planning, coordination and execution of major events i.e. DR drill, SAN migration, server up-gradation, kernel patching etc.
* Performing a role of team lead in parallel in terms of task assignment, task validation and coordination in between client and other delivery teams.
* Perform determination, validation of the upcoming requirement and implement to accomplish the same

**Key Contribution:**

* **Server setup for Oracle 10g Implementation**: 3\* V490 with Solaris 10 + EMC Clarion CX4-120. Role starts from server capacity planning, hardware finalizing, Vendor coordination, Hardware procurement, OS installation/Configuration, network setup (public and interconnect) and integration of the servers with EMC storage.
* **Sun Server Virtualization**: Migration of 60\* Sun V240 servers into 15\* Sun T5120 and T2000 using Solaris Container and LDOM.
* **NAS migration**: Successful migrated 18TB of data from outdated NAS system to new NAS system.
* **Solaris/VCS setup for SAP apps and DB**: successful implementation of 3 node Solaris and VCS cluster setup for SAP applications and Oracle Database for Production, DR and OAT environment.

**Designation: Senior Manager** – June 2009 To Aug 2012

**Company Name: Reliance Tech Pvt ltd**

**Client Name: Reliance Communication, Reliance Capital, Reliance Media**

Reliance capital is a leader in financial services in India and Reliance communication is leading telecom company across India.

* Understanding and physical hands on experience over Solaris server such as Sun Fire V890, V490, T5120, T2000, T1000, V245, V240 etc.
* Ownership of the system requirement, up-gradation and design.
* Installation, configuration of Solaris application, web & database servers.
* Efficiency in implementing and troubleshooting of Solaris volume manager and UFS/ZFS.
* Good implementation and Configuration knowledge of VERITAS volume manager
* Configuration of NFS, DNS, FTP, IPMP, NTP, IPMP, Autos etc. in Solaris server environment
* Installation of kernel level patches and software packages on Solaris operating system
* Strong knowledge of system performance and monitoring tools
* Implementation of Solaris virtualization technology – Solaris container and LDOM.
* Monitoring file system, node down, network inconsistency, resource utilization through personalized scripts.
* Shell scripting for Backups, system monitoring, hardware failing, ftp etc.
* Solaris security through – secure services, ports & limiting access with TCP wrappers.
* Day to day Solaris task/activity. In terms of Service Request or Incident Management.
* Maintain regular audit policy for Server Security and Network threats.
* Coordinating with vendors, for server requirement, POC, hardware issues etc.
* Administration of EMC Clarion CX3/CX-4 – Host integration FC/iSCSI, RAID group creation, LUN creation & expansion.
* Knowledge of configuring Brocade SAN switch.
* Good knowledge of Implementing VMware ESX servers, VM creation and managing the VMware environment through VCenter.
* Datacenter management – Server movement, IDC shifting, rack space/power management.
* Planning and execution of DR drill activity from UNIX standpoint.

Designation: Technical Consultant - **Jul 2008 – Jun 2009**

**Company Name: Sun Micro Systems India Pvt Ltd.**

**Client Name: APAC region**

Sun Microsystems was one of leading offering IT solutions in world mainly in Unix like Solaris, Sun hardware and many software’s which is acquired by Oracle Corporation

* Provide Solutions for Asia pacific region for Solaris 10, Solaris 9 ,Solaris 8,All Midrange servers like(1280,2900.3900,4810,4900,6800,6900),All VSP servers ,Cool thread ,X-series , LDOMs , High End servers (15k,25k) and OPL (M series) servers.

Designation: **Senior Server Management Engineer – (Jan 2004 – Jul 2008)**

**Company Name: Wipro Infotech Ltd**

**Client Name: Oil and Natural Gas Ltd, Vijaya Bank**

Wipro is an IT Infrastructure company and Business partner of Sun Microsystems, Microsoft, Oracle etc., provides variety of server materials and support to customers

* Daily BOD & EOD Activities at client place.
* Monitoring Online Solaris servers and CTCL servers.
* Maintenance of file system integrity and free space.
* File system backup & restoration using ufsdump, tar.
* Oracle Database online / offline backup.
* User administration (OS and Application level).
* Supporting users in their day-to-day activity.
* Scheduling jobs using crontab and at utility.
* Controlling inventory and media management.
* Taking imports and exports of database.
* Application log monitoring and management.

**Designation**: Customer Support Engineer (May 2004- Jan 2004)

**Company Name: CMC Ltd**

**Client: Indian Petro chemical Ltd., Indian Railway**

* Project completed fiber optic cable about 14 km area at IPCL for Baroda complex & install n/w equipment’s above layer 3 devices at IPCL. Configured 3com layer 3 core builder CB3500, configured SS3300 switches, SS1100 switches, PSH-40 Hub. All devices configured at ring-star topology giving full redundancy using STP protocol.
* Job involves network maintenance, network management of IPCL site using HP OpenView software.
* Worked as a windows 2000 administrator at IPCL. Installed & configured windows 2000 at IPCL.
* Install cisco routers at DOT for online WAN project. Connecting
* Worked as a NT 4 server administrator at an Election office. Responsibility of taking back up, adding users give them right.
* Knowledge of LAN &WAN solutions, video conferencing.
* Worked as a SCO UNIX Open server administrator at Baroda railway. Responsibility of data transfer from ARTS machine to server, backing up of data. Responsibility of connectivity of booking terminals all Baroda city booking offices with the MUX to Bombay server.

**Technical Skills**

* Operating Systems : AWS cloud, marigot, Solaris 9/10, RHEL4/5, MS Windows 2003, Python
* Server Hardware : SUN M9000, M5000, M4000, T4-1, T5120, T5220, T2000, T1000, V890, V490, V245, V240, HP X86 - DL580, DL380, DL360.
* Storage Systems : EMC Clarion, Symmetric, VMAX and Hitachi AMS arrays
* Virtualization: Solaris LDOM and Containers
* Database : Oracle 10g, 11g
* Replication : Veritas Volume Replicator, SRDF
* Application : SAP, WebLogic

**Education/ Certifications/Training**

**Education**

B.E. (Electronics and Telecommunication)

**Certifications**

* Cisco Certified Network Associate (CCNA)
* Sun Certified System Administrator 9 (SCSA)
* Sun Certified System Administrator 10 (SCSA)
* Sun Certified Network Administrator 10 (SCNA)
* Sun Certified Security Administrator 10
* ITIL v3 Foundation

**Training**

Team SD, Architectural Thinking, IOT, VMware, AWS cloud, Solaris Administration 10/11, HP Network Node Manager, Architectural Thinking, Team SD, VERITAS Storage Foundation

**Personal Information**

* Date of Birth: 25 /03/1975
* Marital Status: Married
* Nationality: Indian
* Passport: J9135588