

## **Bhavin Mehta**

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**Date of Birth** : 29/01/1984

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### **Professional Summary**

Information Technology management professional with **14+ Years** of experience in heading **Information Systems, EDP, IT Infrastructure,ERP Implimentation,IT Network Operations.**

- Excellent verbal & written communication
- Good understanding of the organizations goals and objectives
- Ability to prioritize and execute tasks in a high pressure environment. Management, Leadership & Interpersonal-communication Skills
- Proven analytical & problem solving abilities.
- Maintain focus on achieving bottom-line results while formulating and implementing advanced technology and business techno-savvy solutions to meet a diversity of needs.

### **Academics**

<b>Master of Business Administration</b> (Information Technology)	Sikkim Manipal University, India.	2008
<b>Diploma</b> (Computer Engineering)	Shri K.J.Polytechnic, Bharuch, India.	2004

### **Technical Skills**

**Networking Applications:** Networking application tools-putty/wireshark, Firefox Thunder Bird,VM Ware 5.0

**Microsoft Windows Applications:** Microsoft Exchange server 2005/2008/2010/2012, Active Directory 2003/2008/2012, MS Office 2003/2007/2010/2013/2016/Office 365

**Tools** :Network architecture LAN/WAN & Configuration of Switches- manageable & non-manageable / cisco-linksys Router setup/configure &Access point configuration for wireless device/ P2P connectivity/Windows&open source network tool (wire shark) checking tool-Nagios, Cacti, Zabbix.

**UTM** : Hands on experience on Hardware firewall-Cyberoam, Sonicwall

**Could Service** : Google Cloud/Drive & Enterprise services, Microsoft One drive,

<b>Web Hosting services</b>	: GoDaddy-domain registration,website domain hosting & manage its services, SSL Certificate installation, SQL database, Hostinger, Hostgator, Google Business solution-Enterprise-Gsuit Plan
<b>Anti.Server</b>	:Antivirus server (Symantec Enterprise/Seqrite Endpoint security/ Trendmicro security)
<b>Operation System</b>	: Windows Server 2000/2003/2005/2008/2012/ 2016& its AD features,Windows 7/8/10,Linux, Ubuntu, Redhat
<b>Mail Application</b>	: Google GSuit mail services, Mail Champ, Constant Contact-Mass Mailing services, Exchange Mail server-2012/2016, Godaddy Mail services

## Professional Experience

**Head-EDP** **Amtech Electronics (India) Ltd** **Jan 2016–Till Date**

### Responsibilities

- Design / implement / manage IT infrastructure at the corporate offices & branch offices
- Responsible for overall system and infrastructure availability and develop a resilient infrastructure to reduce failures.
- Manages the deployment, maintenance, support and upgrade of servers, Storage hardware, software, operating systems.PC Desktops/Laptop up gradation with latest technology & its troubleshooting.
- Plans, conducts and supervises assignments, generally involving larger and more important projects or multiple projects.
- Coordinates with other departments in order to understand and meet their requirements. Identify and implement process improvements for efficiency and greater stability
- Directs, establishes, plans and implements the policies and procedures to support the organization's technical support services.
- Experience working with telephony platform, such as BSNL, Vodafone, Airtel, Allworx-VoIP.
- Experience working with various cloud vendors, such as AWS, Google or Microsoft. Develop SLAs and introduce service improvement that supports the overall corporate goals and standards.
- Ensure that all standards, policies, processes and procedures are maintained and adhered to.
- Manages a team of support personnel who Monitor's and troubleshoot IT issues.
- Coordinates third-party maintenance for network hardware, software and telecommunications services.
- Exceptional knowledge of computer hardware and software and an in-depth understanding of Microsoft operating systems, Linux, VMware, Multi-Tier storage platforms, application servers. Experience of Cloud based technologies is preferred as is experience operating in a high pressure global professional services environment.
- Experience in managing and configuring enterprise-wide LANs, WANs, VPNs & MPLS connectivity between more than 2 remote branches.
- **Google G suit business services, Configure mail id, Plan, Domain hosting & manage its services**
- **Godaddy tech support for domain, ssl certificate, mail services & other hosting & backup task**
- **SSL Certificate buy with third party & installed at third party server (i.e Godaddy, Google)**
- In depth knowledge of Networking technologies and concepts. Good understanding of VMWare 6.
- Experience working with network monitoring systems/ open source networking tool like Cacti, Nagios & zabbix or equivalent experience. Good understanding of Server & desktop hardware/ operating systems, networks, firewalls and load balancers, telecoms, etc.

- Good understanding of IT security and Data protection
- Anticipating potential issues or bottlenecks and identifying possible solutions.
- Troubleshooting and resolving all technical issues when they arise.
- Communicating effectively with IT support staff to ensure the setup process runs smoothly.
- Developing and implementing a comprehensive plan to secure our computing network.
- Monitoring network usage to ensure compliance with security policies.
- Keeping up to date with developments in IT security standards and threats.
- Developing and implementing a comprehensive plan to secure our computing network.
- Monitoring network usage to ensure compliance with security policies.
- IT Asset Management experience, Manage internal IT hardware and software inventory
- Experience on industry accepted service management framework/s
- Technical background in designing business of material (BOM) for customers and Networking
- High Degree of ownership in all matters within the IT infrastructure
- Experience managing teams in a high- pressure IT environment
- Experience in Procurement , Budgeting , Forecasting , and Asset Management
- Help endusers use applications more effectively to carry out their activities
- Work with various IT vendors on day to day operations, operational SLAs and issues.
- Work with IPC teams and Infra vendors to address infrastructure issues related to hardware, software and networks
- Contribute to vendors selection and evaluation processes & itracking of deliver order from vendors
- **ERP Implimentation with third party support with all module-Payroll, Finance & Account, QA, Dispatch, Sales & other.**
- **Manage IT resources to achieve high operational efficiency and effectiveness.Streamlining of workflow & operations within IT department through policies, SOPs and department procedures.**
- **Configuration of Manageable/Non manageable Switches, Cisco Routers and Wi-Fi/Access point, LAN, WAN, L3/L2 Switch, Wireless connectivity, VLAN.**
- **Installation of Active Directory 2008/2012, VM Ware 6.0, DNS, DHCP, and Terminal service,networking tool& configure it.**
- **Cyberoam UTM Hardware Firewall implementation,Configuration, Internet load balancing & reporting to Management.**
- **Network design & Management-NAS/ SANconfiguration/ setup Management.**
- **Handling Centralize desktop console application name “Blackbox” with all control from IT regarding vigilance, backup, data security.**
- Backup and Recovery of database, operating system. Expertise in disaster recovery manage of data.
- Implementation of MPLS/VPN/Broadband/Lease line/ P2P based Connectivity.
- Windows Error checking tool,MS SQL Server Installation,configuration, backup and maintaining database.
- Implementation of Attendance cum Payroll Software for HR.
- Maintaining Servers, Print server, File/Database Server & its routine backup.
- **CCTV Camera Implementation &DVR-NVR Configuration.** Its access from mobile & HoD desktop
- **Video Conferencing through VoIP as well as hands on experience on Allworx VoIP config.**
- **Technical Support for Hardware-Networking devices.**
- **Installation of all kinds of OS & Utility Software, Converter tool (Auto-cad, MS Office).**
- **Managing Antivirus, File, Database ERP-SQL servers& malware, spyware removing tool.**
- Firewall installation and configuration of policies as per Dept. wise & its reports.
- **Purchase & Negotiation related to IT software & MS OS/Office licensing with vendors.**
- Google G Suit Mail server setup and configuration using many applications like MS-Outlook, Thunderbird etc.
- Hardware troubleshoot like Motherboard, smps, printer/scanner etc.

- Training given to enduser regards software applications (i.e. MS-Office, adobe pdf reader/writer) as well as erp process & module.
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**IT Manager**

**Gulshan Polyols Ltd, India.**

**Jan 2011–Jan 2016**

**Responsibilities**

- Customize ERP implementation/Installation/configuration-5 modules.
- Looking out Hardware-Networking Infrastructure.
- Configuration of Manageable/Non manageable Switches, Cisco Routers and Wi-Fi/Access point, LAN, WAN, Router,L2- L3 Switch, Wireless connectivity, VLAN.
- Installation of Active Directory, DNS, DHCP, and Terminal services & configure it.
- Network design & Management.
- Backup and Recovery of database, operating system.
- Implementation of MPLS/VPN/Broadband/Lease line based Internet Connectivity.
- MS SQL Server configuration, backup and database maintenance.
- Implementation of Attendance cum Payroll Software for HR.
- PC Desktops/Laptop up gradation with latest technology & its troubleshooting.
- Maintaining Servers, Print server, File/Database Server & its routine backup.
- CCTV Camera Implementation & Configuration.
- Video Conferencing through VoIP.
- Handling of Antivirus server & malware, spyware removing tool.
- Firewall installation and configuration of policies as per Dept. wise & its reports.
- Purchase & Negotiation related to IT software & MS OS/Office licensing with vendors.
- Mail server setup and configuration using many applications like MS-Outlook, Thunderbird etc.
- Hardware troubleshoot like Motherboard, smps etc.

**Achievements:**

- Installation of Web based customizes ERP with all basic modules and with all latest updating as required by user on time to time.
  - Directed design and installation of the complete LAN/WAN infrastructure. Utilized state-of-the-art technologies to provide network connectivity of disparate Mainframe Servers (HP Prolion ML 110, IBM x3200 M3 and PC systems.
  - Implementation of customize ERP with Finance/Account, Store, Lab, Excise module in just 1 Year and it's running smoothly. Different kind of daily reports with the help of Crystal Reports.
  - Connectivity of Server with Head Office through MPLS/VPN connectivity
  - Implemented/Setup remote location (MP, Rajasthan) with all IT Infrastructure requirements and handling remotely.
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**Executive IT**

**Sezal Glass Ltd, India.**

**July 2010 - Jan 2011**

**Responsibilities**

- Effective strategic IT planning and oversight of IT performance. Also, Oversee the development and maintenance of the IT strategic plan.

- Approve vendors used by the organization and monitors their financial condition.
- Approve and monitor major projects, IT budgets, priorities, standards, procedures and overall IT performance.
- Coordinate priorities between the IT department and user departments.
- Review the adequacy and allocation of IT resources in terms of funding, personnel, equipment, and service levels.
- Maintains and manages network services, equipment and devices and performs security assessments to help clients with network issues.
- Monitor and manage the operation system, handling day to day operational activities, troubleshooting and reporting of Security information and event management for various global customer sites.
- Adheres to standard operating procedures / work instructions, Follow the escalation process, Shift handover process, Update the knowledge base, guiding new hire's in the team about the process.
- Skilled in implementing efforts towards enhancement and maintenance of information technology based applications; an avid internet researcher with extensive technical background & sound understanding of technical/analytical tools.

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#### **EDP Manager**

**Baroda Heart & Multi-speciality Hospital, India.**

**Jan 2010 - July 2010**

#### **Responsibilities**

- Effective strategic IT planning and oversight of IT performance. Also, Oversee the development and maintenance of the IT strategic plan.
- Maintains and manages network services, equipment and devices and performs security assessments to help clients with network issues.
- Monitor and manage the operation system, handling day to day operational activities, troubleshooting and reporting of Security devices.
- Working on ERP module with 3<sup>rd</sup> party vendor, according to our hospital requirement. Successfully implemented at 2 hospital branches.
- Mail server like MS-Outlook, Thunder Bird, installation and configuration.
- Web server configuration & back up from web server.
- System Support & Troubleshooting of Hardware peripherals as well as Printer, Scanner.
- Manage the internal corporate IT Infrastructure including all networking, server administration, including Windows and Linux, help desk staff supporting & primary vendor contact and contract negotiations for all services.
- File server & Database server configuration & management and routing network & DNS/IP configuration.

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#### **Executive IT**

**Ameya Dye Chem Pvt Ltd, India.**

**Jan 2008 - Jan 2010**

#### **Responsibilities**

- Installation & maintenance of all kinds of utility software (Auto Cad, Antivirus, Coral draw, Acrobat etc.). Experience on multiple Office suit Installation and configuration.
- Experience in licensing related to Microsoft/ Antivirus/ SQL-Database.
- Good at Antivirus server (Symantec/ Norton 360).
- System Support & Troubleshooting of Hardware peripherals as well as Printer, Scanner.
- Manage the internal corporate IT Infrastructure including all networking, server administration, including Windows and Linux, help desk staff supporting & primary vendor contact and contract negotiations for all services.
- File server & Database server configuration & management and routing network & DNS/IP configuration.
- Enterprise Network architecture LAN/WAN & Configuration of Wi-Fi /Access points.
- Expertise on PRI Line, Lease line, MPLS, VPN Connectivity, IP Telephone & configuration.

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#### **Executive IT**

**Encircle Exports (I) Pvt Ltd, India.**

Jan 2007 - Dec 2007

#### **Responsibilities**

- Installation & maintenance of all kinds of utility software includes MS Office,Adobe,etc.
- Installing & configured all kind of operating systems.
- Enterprise Network architecture LAN/WAN & Configuration of Wi-Fi /Access points.
- System Support & Troubleshooting of Hardware peripherals as well as Printer, Scanner.

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#### **GET- IT**

**Narmada Chematur Pvt Ltd, India.**

Oct 2005 - Oct 2006

#### **Responsibilities**

- Installation & maintenance of all kinds of utility software includes MS Office,Adobe,etc.
- Installing & configured all kind of operating systems.
- Enterprise Network architecture LAN/WAN & Configuration of Wi-Fi /Access points.
- System Support & Troubleshooting of Hardware peripherals as well as Printer, Scanner.
- Making inventory of Hardware/Software & networking devices.
- Installation of Printer,Scanner,CCTV Camera