

Vishal Thakkar



Sr. Project Manager / Sr. Server Administrator.

PHONE: +91-8000172446 - EMAIL: thakkar.vishal13@gmail.com



PROFILE

Innovative, results oriented **Project Manager / Server Administrator** with over Three years of experience and a passion for building relationships and exceeding client and management expectations. Proven success in the areas of project management, CRM, operations, process re-engineering. Strong skills in team building, communication and presentation, as well as inter-department and executive client relations and account management.

Subject Matter expertise includes:

- Project Management
- PMO Functions.
- Multiple Project Methodologies
- Telecomm, Aviation, Banking, Publishing, Broadband, Billing Systems
- Strategy and Planning
- Customer Relationship Management
- Business Process Analysis



EDUCATION / CERTIFICATION

2006- 2008	PGDBA: (N/W MGM.) from National Institute of Management. With 66% ("A" Grade)
2003- 2006	B.Com: From Maharaja Sayajirao University at Baroda with 48%
2002- 2003	12th Com: From G.H.S.E.B at Vadodara with 52%
1999- 2000	10th: From G.S.E.B at Vadodara with 57%
2002- 2003	A.D.C.H.N.: From JET KING INSTITUTE with 66%
2008- 2009	MCSE: From MICROSOFT CERTIFICATION CENTRE with ("A+" Grade.)
2009- 2010	Compel lent Storage: From Dell Ink. With (A Grade)
2009- 2010	Pillar Storage: Pillar Certification Centre with 89%
Perusing	VMware ESXi™ 5.1
Perusing	CCNA.



EXPERIENCE

Pacific
Informatics
Public Ltd.
2015- Present

@ Handling US Based BPO as **Sr. IT Technical Manage** managing technical process and resolve technical issues. Strong attention to detail and focus on task completion.

@ Monitoring project risks and scope creep to identify potential problems and proactively identifying solutions to address them in advance. Escalating promptly any issues that may impact operations. Managing client as back hand support as expectations by ensuring the delivery of the highest quality service.

Allied Digital
Services Ltd.
2012- Present

- @ Submit Daily, Weekly, Monthly all technical agents resolved leads and their VOIP recordings for judging their progress reports and incentives.
- @ Promoted to **Torrent Power** project as **project manager** role to plan schedule and execute all stages of enterprise software, hardware and system implementations. Assessed business implications for each project phase and monitored progress to meet deadlines, standards and cost targets.
- @ Excelled in guiding the work of technical teams. Articulated project goals and scope, translated business needs into technical terms, prepared detailed work breakdown structures (WBS) and instilled shared accountability for achieving project milestones.
- @ Resolved numerous project issues including staffing shortages, tactical matters, scope creep and divergent business and user needs.
- @ Developed strong technical foundation as a Team Leader within a 3700-user, mixed-platform environment with 21 IT Engineers Team.
- @ Maximize productivity by setting clear expectations and proactively communicating project status, issues and risks to internal stakeholders and top management. Negotiate successfully with clients, staff and outside vendors. Nurture relationships with project sponsors as well as business and IT executives.
- @ Major Networks / Firewalls / Routers / Wi-Fi Routers / Fiber Switches managing troubleshooting and implementations. Also Maintain Critical DBA ERP Servers, Lotus Note Domino, Google Apps Servers, VMware ESX – 4.1 Server, Windows 2008 R2 Active Directory Servers, Hyper –V Server, Suse Linux Enterprise Edition 10.1 (Oracle Database Servers) Managing, troubleshooting and implementations. Also managed their Weekly & Monthly backup Schedules. On MSA – 1000.

Accel
Frontline
Ltd.
2011- 2012

- @ Working as a **ROTSG** Provided Technical Support for company and OEM products on a 24/7 basis.
- @ Well versed in all major OS and mainframe operations. Trained System Engineers, Field Engineers and Customers. Installation, Configuration and support of utilizing HP, DELL, HITACHI, and IBM make Storage and Server hardware. Providing Support of Cisco UCS M200, Also Take Training and Certification in VMware ESX 4.1 / 3.5
- @ Establish the Detailed Customer Site Projects Planning, Implication, Providing Manpower with Customer Interviewing, Maintain Location ITS Stock With Scheduling. Creation of user home directories and migration of user data from various servers and domains.
- @ Establish Exchange servers 2003 / 2005/2007 & 2010 and Active Directory Servers with implementation, Troubleshooting & Migration as customer requirements.
- @ Take Hands on Experience in SCSI HBA s including Adaptec, Compaq DLT Tape libraries, SCALAR i2000/i500 robotic library EMC Clarion and LSI Fiber Channel SAN Storage units, Fiber Channel RAID Arrays. Knowledge of Dell PERC.

Solid System
Computer
Services
Ltd.(UK
Based)
2009- 2011

- @ Define as **Sr. Server Administration** for Handling Different Site on Different Location over 300 servers (P&G, DSP, Bank Of America Mumbai, SYBASE & AVAYA at PUNA, DSP, Nortel Network Ink.& DELL Bangalore, TCS Chennai).
- @ Managed and Troubleshoot HP Proliant DL585, DL385, DL380 Also SUNFAIR T2000 & V210 and all IBM Series Server as well as Blade Server, Kludge in EMC Machines, IMA and all type of SCALAR. Also Their OS , Exchange, LN Dominos Server and ADS Services.
- @ Managed and Troubleshoot Cisco 1700, 2950, 2800 series Router and Manageable Switches. Also Wife Solution, Canopy Solution, Cyber Home Services. Etc.
- @ Also Have Knowledge and Hands on Experience in Microsoft Exchange (troubleshoot and managed), ADS (troubleshoot, managed, also Given user level wrights.), VMware, Cyber Home Technologies, RD support, CANOPY setup and

@ management, Network Management Software, All Type Of Firewall Supported and Implementation there Wright and securities. All Mage Antivirus Server Implication Support and Establishment, Etc.

@ Taking Versed Knowledge and Certification of Dell Compel lent Storage and Pillar Storage from SSCS.

PCS
Technology
Limited.
2006- 2009

@ Define the Role as a **Sr. System and Server Administrator** for handling and managed centralize PCS CORPORATE locations site such as (BHW, STEEL AUTHORITES, ECGC, TCI, XPS CARGO, REPRO INDIA LTD, FOSROC LTD, PUCRO LTD (ABB HALOL), VODAFONE, Hero Honda, Airtel, UPL.

@ Project Handling such as ABB (Networking Infrastructure Project & Managing, Regularly Patches and Assets Verification all pc's and printers, Also Handling This Site IT Infrastructure), UPL(Cable and Wireless Network Infrastructure ,Linux Live Server, Linux Backup Server, Internet Mail Server, EPO Server, also 300 system, VC and CCTV and It's Backups, Taking care of 5 UPL Locations), Hero Honda (Lotus Note Domino Servers and Client, Sap Clients, Wife Network Infrastructure, HHML Server and location ADS Services), IDBI(Network Infrastructure, 60 PC's H/W, N/W & Intranet Banking Site Related Trouble Shooting.), ITW INDIA LTD. (As System Admin., Handling Wife Network Infrastructure and trouble shooting, Managing 70 PC & 20 Printer of Different Lactation and Domain Infrastructure.).

@ Take Hands on experience in CISCO Router and Switches Configurations and troubleshooting, Established with Design, Planning and configuration of Exchange Server and Active Directory Servers, Lotus Domino Servers on Different Servers Platform.

SIFY (I-Way)
2006- 2006

@ Deputed as a **Sr. Network Engineer** for Handling Sify 56 café in Baroda Location.

@ Take Care of all Software, antivirus, Windows and Network patches implementation and Troubleshooting of all café pc's via VNC & Remote Access. Also resolve all cafés Systems quires.

@ Creating, Managing, Distribution, of Capone Systems off All Café's centrally.

Sun InfoTech
Pvt. Ltd
2004- 2005

@ Join as **Networks and System Engineer** in Sun Info Tech. Core Responsibility given for Resolved Clients Desktops, Laptops, Printers, Network, and Servers Related Quires.

@ Installing, Troubleshooting and configuring DHCP, DNS, ADS and Exchange Server, Punching, Crimping, Manageable Network UTP Cables Switch and Router Configuration, Network, LaserJet, Business Jet, Dot-matrix, Line Printers Troubleshooting and installations.

Net Tech
Services.
2000- 2004

@ Join as **Systems Engineer** in Net Tech Services and deported in Supper Scientific at Sardar Estate Vadodara. Responsible for planning, implementing and managing a network, Printers, Systems of 20+ Computers with Windows 2000 Serves.

@ Installation of different type of Software, Troubleshooting and installing Computer and Printers with Resolving Quires, Monthly and Quarterly all Asset PM and Asset Management, Server and Node Windows patch Implication Etc.



SKILLS

AREAS OF EXPERTISE

@ Project Management.

@ Managing Clients.

@ Procurement Routes.

@ Project Planning.

@ IT Skills.

@ Business awareness.

@ Budgetary Controls.

PROJECT
MANAGEMENT
SKILLS

- @ Creating realistic and achievable project plans.
- @ Evaluating risks and developing strategies to overcome project obstacles.
- @ Have managed budgets up to 20 Lac.
- @ Demonstrate commitment to safety throughout a projects lifespan.
- @ Promoting a company's image & marketability.
- @ Fully aware of the commercial & contractual aspects of any project.
- @ Good working knowledge of PM methodologies.
- @ Managing a diverse team of Professionals.
- @ Resolving/escalating issues in a timely fashion.
- @ Ability to lead and develop a technical team.
- @ Always totally familiar with the contractual terms of a project.
- @ Having a client focused approach to work.
- @ Results driven; forward thinking with a problem solving mentality.
- @ Willingness to accept responsibility when delegated.
- @ A high level of business acumen.
- @ Able to manage significant inputs & relationships with third parties throughout the full lifecycle.
- @ Possessing a firm understanding of multiple project management methods.
- @ Can mentor and coach project manager in modern methodologies and technique.
- @ Comfortable working in a changing environment.

PERSONAL
SKILLS

REFERENCES

Available on request.

PERSONAL
SUMMARY

DATE OF BIRTH

❖ 13th Aug. 1982.

MARITAL STATUS

❖ Married

NATIONALITY

❖ Indian

LANGUAGES KNOWN

❖ English, Hindi, Gujarati.

PASSPORT NUMBER

❖ J4561025.

**Place:
Vadodara.**

Vishal U. Thakkar