



Sumit Malik

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Snapshot: Qualified IT professional with over 12+ years of experience in Information Technology Service Management, IT Infrastructure management, transitioning (Onsite/Offshore), System and Network Administration

Core Competencies...

Insightful experience in Project Management activities including Project Scoping, Planning, Risk Management, People Management, Incident Management, Problem Management, Resource Administration, Vendor Management, Process Adherence and Quality Management of the IT Infrastructure, IT Infrastructure Management ~ IT Service Delivery ~ Project Implementation ~ Operations Excellence ~ Team Leadership

Professional Certifications:

ITIL V3 Certified

MCSE 2003

Professional Experience

Medeor Hospital (formerly VPS Rockland Hospital) IMT Manesar

Feb 2019 – Nov 2019

Unit Head - IT

Key Profile:

- Inception and implementation of projects
- Analyzing IT infrastructure requirements and recommending Technologies with hospital Budgeting
- Ensuring quality delivery of IT services
- Managing a team involved in providing End-to-End IT infrastructure management
- Vendor management
- Managing day to day operational issues related to IT and ensuring its compliances to SLAs defined
- Playing a key role in the formulation of IT policies to ensure smooth functioning of the department
- Auditing of hospital of Medeor for NABH related compliances
- Budgeting Capex and Opex for the assigned location based on requirement analysis
- Manage Data Center and ensure 98% up time of all the devices installed in the server room as per defined SLA
- Provide support to international clients from IT perspective

Mphasis Ltd, Gurgaon

Nov 2017 – Feb 2019

SplzSeniorInfrastructureEngineer(SME-ITInfrastructure)

Key Profile:

- Lead a team of 15 engineers at Gurgaon location to manage IT infrastructure needs planning and execution of various IT projects
- Involvement in critical IT projects running at site - managed Data Center and hub rooms of Alight office
- Monitored and tracked incident tickets in Service Now tool
- Maintained an inventory of 30000 IT assets
- Looked after exit formalities for Alight colleagues from IT perspective
- Managed Asset Outward process per SEZ authority guidelines for PAN India
- Groomed/ mentored a team of 25 associates and managed day to day team administrative functions

AonHewitt, Gurgaon

Aug 2011 – Oct 2017

IndiaSupportSpecialistII(ITInfrastructure)

Key Profile:

- Responsible for managing the Infrastructure of the Corporate office comprising more than 5500 colleagues Meeting, understanding and fulfilling all the IT requirements of the most demanding business vertical of the organization
- Planning and supporting the transition team in the transition of new businesses
- Leading all the projects running at site from IT perspective

- Managing the Data Center and hub rooms
- Administrating and managing the team (L1 and L2 support)
- Plan, propose & implement the ways to improve the colleague satisfaction
- Management of all the current IT assets & ensuring that all the required IT resources are available for business ramp up
- Maintain and manage SLA above 95%
- Ensure business continuity and work as a BCP coordinator

Projects:

➤ **Transition Projects**

Successfully setup and completed more than 10 transition projects which includes application testing and applications server setup, file server, network, voice, laptop and desktop setup for new process / BU

➤ **Asset management project**

Implemented asset tagging process and captured asset inventory through online centralized Remedy tool. Setup ongoing process to scrap EOL assets and get new assets updated on Remedy tool

➤ **Win 7 migration**

Migrated more than 3500 users seamlessly on Win7 from XP OS. Carried out the testing of all the applications (which includes home grown applications, more than one thousand) with the help of users and identified the incompatible applications, worked with application development and support teams to make the applications compatible with win 7, managed the backup of existing machines and replicated with WIN 7 new build machines

➤ **Win 7 migration (North America & Canada)**

Supported North America & Canada Team on windows7 project rollout by provisioning user critical backup space on NAS storage and validating the same before migration

➤ **BCP Project (BusinessContinuity)**

Ensure business continuity and work as a BCP coordinator. Responsible for performing day-to-day program activity on BCP seats. Ability to commit the business unit to participate in business continuity & IT disaster recovery program. A sound understanding of contacts in business unit who should be engaged in business continuity & IT disaster recovery program. Ability to co-ordinate with various teams (application support, telephony, procurement etc.)

➤ **Campus movement**

Played key role on migrating 4000+ systems from existing location to new location

Achievements:

- Have been awarded Extra Miler Award in the year 2012, for being the best performer in the team Primer Team Award 2012. Team was rated the best team as per user satisfaction survey
- Gold Award for unmatched Team in the year 2013
- Gold Award for unmatched Team in the year 2016
- Received Award in 2017 for Project Tempo

Previous Assignments

AonHewitt on payroll of Team Computers	March 2011 – Aug 2011
Team Computers Pvt. Ltd.	Oct 2008 – June 2010
E-innovation System Pvt. Ltd.	Jun 2004 – Oct 2006
Delphi Marketing	Sep 2003 – May 2004

Accountabilities:

- Responsible for managing Service Desk operation for a site of 3000+ workstations
- Troubleshooting of Blackberry activation & other issues
- Ensured to get the smooth service delivery to the customer from coordination & ensuring support within the defined SLA norms
- Provided Root Cause and Analysis (RCA) and maintained SLA to the Management for the delayed cases
- Reviewed team level performance on a weekly basis and apprised individuals who were in the reporting line
Very flair in Weekly & monthly reviews & managed daily performance metrics and stack-rank on teams and individuals based on KRA's / Job deliverables

Education:

B. Com (P) from Delhi University

Personal Details

Date of Birth: February 5th, 1980

Languages Known: English, Hindi, and Punjabi