



# Bhavik Fuletra

## SR. MANAGER

@ <a href="mailto:bhavik.fuletra@gmail.com">bhavik.fuletra@gmail.com</a>	+91-9980400522
<a href="https://www.linkedin.com/in/bhavikfuletra/">https://www.linkedin.com/in/bhavikfuletra/</a>	<a href="http://www.bhavikfuletra.com">http://www.bhavikfuletra.com</a>

### Key Skills

IT Infrastructure Management / IT Governance

Service Delivery & Implementation Management

Project & Program Management

Client Relationship Management

ITIL / Vendor Management

Disaster Recovery & Hosting Operations

Transition & Transformation

People Leadership

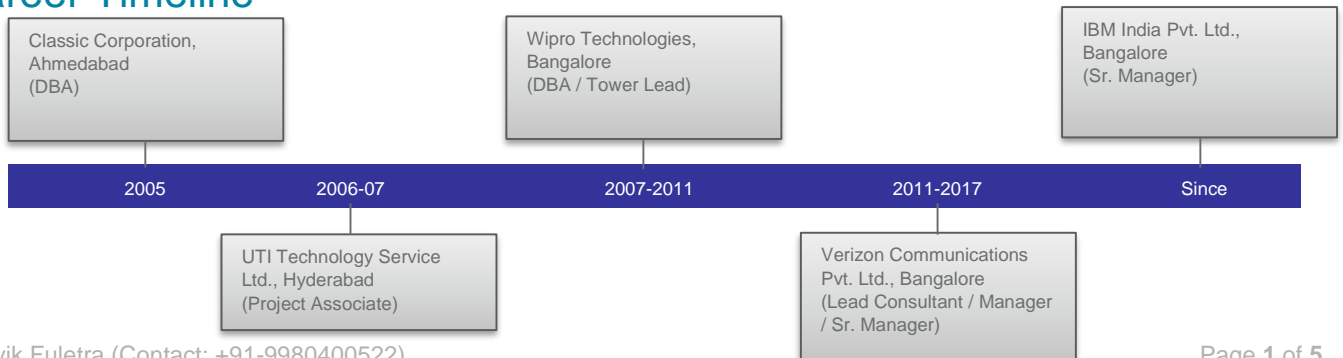
Security & Vulnerability Assessment

“Performance-driven executive with notable success in delivering impressive turnaround results at large corporations. Strengths in formulating long-term strategic policies and technological initiatives that have supported organizational growth, improved staff productivity, and increased profit margins. Demonstrated ability to influence diverse, cross-functional teams to achieve objectives and meet critical deadlines in fast-paced environments.”

### Profile Summary

- Highly skilled professional with 12 years of experience in driving vision and road mapping across various assignments and in architecting business solutions using group-up development.
- Proven competency in suggesting appropriate as well as technology-based solutions for enhancing functional efficiency of the organization and achieving business excellence.
- Proven successful service delivery model using agile methodology with remarkable success.
- Expertise in executing transformation programs across multiple geographies providing value add to clients in Datacentre and Infrastructure space.
- Skilled in establishing IT Governance functions (COE strategies, RACI information architecture & other technology directions) and managing P&L with focus on profitability & optimal utilization of resources.
- An effective leader with distinguished capabilities in end-to-end project / program management, custom designing IT solutions, training & motivating team members to maintain deliverables as per the SLA.
- Proven success in strategic planning & building IT solutions involving selection of appropriate technology, finalizing Service Level Agreements for timely & successful completion/delivery of the projects.
- Adept at maintaining focus on achieving top & bottom-line results while formulating and implementing advanced technology and business solutions to meet a diversity of need.
- Excellent communicator and relationship manager with aptitude for collaborating with internal and vendor executives, directors, and key stakeholders to identify business needs and to develop winning solutions.

### Career Timeline



**Role: Sr. Manager - Cloud Engineering & Operations Group**

**Company: IBM India Pvt. Ltd., India**

**Location: Bangalore, India (Sept 2017 – Present)**

Sr. Manager leading offshore team of professionals with expertise in technologies like Network, Storage, Database, Backup and OS (Windows/Linux). Responsible for deliveries of Cloud Operations to various Verizon Products like ECME, IP Application Hosting, Managed Hosting and Cloud Services environment.

Worked very closely with Product Engineering, Infrastructure Engineering, Vendor, PMO and Sales team to court customers, understand needs and develop comprehensive solutions that included design, project management, change management, and overall execution within the customer parameters. Each solution was unique and required all team members to provide their expertise and deliver a total solution.

**Key Result Area:**

- Administered various projects & ensured delivery of large fixed-cost, T&M, Capacity, Core & Flex engagements
- Involved in service delivery excellence and ITIL processes implementation and rendered services to the customer base spanning over USA, Europe, EMEA and APAC.
- Interfaced with central quality teams of the organization to establish quality gates with measurable outputs, also performed SOW/Contract reviews to ensure delivery of services are as agreed with clients.
- Contribute and enhance Security policies and procedures for Cloud Services. Implement System Management Tools to provide monitoring and management of all Cloud infrastructures.
- Define and report Key Performance Indicators to monitor process and functional health; define and report Customer facing service metrics. Implement and oversee Security policy, monitoring, and guidelines for Cloud Services.
- Conduct System Outage Analysis to prevent the reoccurrence of incidents.
- Constant improvement of all services and processes
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding employees; addressing complaints and resolving problems.
- Provide strategic leadership and directing managers about the team of System Engineers, Network Engineer, Performance Assurance, agents who provide front-line support for all software components comprising the hosted platform.
- Taking initiatives for Tools Enhancement and defining standard process across the organization.
- Key focus on establishing metrics for all India operations that can easily read by global leaders.
- Provide project management for support-related initiatives.
- Collaborate with other leaders within Interactions to develop and implement process improvements, customer support policies, strategic plans and objectives.
- Manage the coordination, implementation, administration and execution of implementation programs, including personnel, communications, product transitions and performance metrics/standards. Ensure that technical support programs are sound, current and able to support upgrades and new product releases.
- Ensure that all issues are escalated and communicated as appropriate in accordance with policy and procedures including providing an early warning of potential issues and plan to mitigate/avoid.
- Interact seamlessly with executive level management within the company and customer organization. Negotiate and influence on matters of significance. Lead all aspects of escalation management and SWAT teams.

**Role: Sr. Manager – Engineering & Operations Group (Certified RAC Expert)**

**Company: Verizon Enterprise Solutions, India**

**Location: Bangalore, India (April 2015 - August 2017)**

Sr. Manager leading offshore team of professionals with expertise in technologies like Network, Storage, Database, Backup and OS (Windows/Linux). Responsible for deliveries of Cloud Operations to various Verizon Products like ECME, IP Application Hosting, Managed Hosting and Cloud Services environment.

Worked very closely with Product Engineering, Infrastructure Engineering, Vendor, PMO and Sales team to court customers, understand needs and develop comprehensive solutions that included design, project management, change management, and overall execution within the customer parameters. Each solution was unique and required all team members to provide their expertise and deliver a total solution.

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**Role: Lead Consultant – Database Engineering, Engineering Group (Certified RAC Expert)****Company: Verizon Enterprise Solutions, India****Location: Bangalore, India (Nov 2011 - April 2015)**

Database Lead Consultant role is to act as the liaison between the customer, sales engineers, custom engineering and implementation engineers to bring to light those risks prior to the start of the project as well as resolve those complex integration and delivery issues that occur during implementation.

**Key Result Area:**

- Daily Triage and project management activities for multiple projects for the design and conflict resolution
- Coordinating the development and maintenance of various document artifacts including product technical specifications, standard operational procedures, team training presentations and knowledge information guide
- Coordinating with Quality Assessment Team and providing value add inputs on new testing routines for stringent testing and performance improvement
- Providing service catalog presentation for Database services to PMO Group for better understanding of Services & solutions supported in different product line.
- Managing database team resources for uniform distribution of production workload for timely task completion and optimum quality of work
- Coordinating database implementation activities with Client, Project Managers and Sales representative for standard and customized solutions
- Managing project scope and deadlines for implementation team; resolving conflicts and negotiating changes in project priorities and/or scope to ensure delivery in Budget and stipulated schedules

- Provide subject matter expertise in technical areas such as selection of Database software, database designing, administration, security, maintenance and support
- Designing and improving Database Build Questionnaires' for MS-SQL, Oracle & MySQL
- Communicating and liaising with other Implementation Team Consultants for capacity planning, backup planning and monitoring activities
- Managing multiple projects concurrently as part of Global Implementation Team and working with multiple clients, Implementation Managers and Project Managers across the globe for the new build
- Define and implementation of content management process mechanism for technical documentation library
- Define and implementation of workflow management process mechanism on SharePoint 2010 platform to provide appropriate resource allocation, tracking and escalation for cross-functional teams

**Awards:**

- Customer Excellence Spotlight Award 2014 – Verizon Business India
- Ovation Recognition Program August 2012 – Verizon Business India
- Ovation Recognition Program May 2012 – Verizon Business India

**Role: Database Tower Lead (Certified RAC Expert)**

**Company: Wipro Technologies,**

**Client Name: Cardinal Health, Nikko-Citi, Harman International**

**Location: India, Japan & USA**

Performed multiple roles supporting multiple clients across Manufacturing, Retail, Health Care and BFSI including USA, Asia Pacific geography.

**Key Result Area:**

- Working with various teams at client location for requirement analysis, development, and other phases of the project life cycle and preparing Knowledge, Attitude and Practice (KAP) Questionnaires
- Designing and Auditing database security architecture and backup/recovery policies
- Preparing and maintaining Technical Knowledge base documents on database projects for technical guidance of DBA Team.
- Plan, defining and executing pre-implementation product evaluation and review of Oracle 10g platform
- Leading environment management activities for RAC/NON-RAC infrastructure from implementation through post production support
- Reviewing existing database scripts, process and procedures for performance improvement changes and successful implementation of the suggested changes
- Communicating and liaising with Storage team for capacity planning of database servers
- Leading database review activities for application development team to achieve better application I/O performance by fine-tuning database structure
- Providing inputs to Application development team by reviewing and analyzing performance report of database that helps in improving application performance
- Co-coordinating with software vendors for License Management, Asset Library maintenance and contractual negotiations for various database/applications software covering wide range of database technologies & platform
- Grid Infrastructure Upgrade (11.2.0.2 to 11.2.0.3)
- Perform VTM vulnerability PSU patch upgrades. Involved in Oct PSU patching for all the Oracle Releases PSU3 & PSU6 (11gR2), PSU11 (11gR1), PSU12 (10gR2) on all the EMEA and NAM Prod and UAT Environments.
- Supporting Oracle 9i 9.2.0.8 to Oracle 10g 10.2.0.4 database upgrades activities for multiple projects concurrently
- Leading & managing a team of 3 DBA resources to support multiple database technology in 16x5 support window
- Working closely with client resources to ensure the timely, accurate and quality work delivery
- Leading and completion of Oracle Database 11g Release 2 RAC Clusters with 2 nodes using Oracle ASM storage, OCFS and grid infrastructure build activity
- High Performer award for resolving performance issue, supporting 16x5, proactively changing database architecture to avoid bottleneck situations and preventing SQL Injection attack on the Production database

- Configuring Streams for Data Replication.
- Provide support for software releases.

## Previous Experience

**Role: Project Associate**

**Company: UTI Technology Service Ltd.**

**Client Name: UTI Mutual Fund, EPFO India**

**Location: Hyderabad, INDIA (Jan 2006 to May 2007)**

**Role: Oracle DBA**

**Company Name: Classic Corporation**

**Location: Ahmedabad, INDIA (Mar 2005 to Jul 2005)**

## Professional Certifications

- Certified Scrum Master (Feb'2017)
- ITIL Expert (Jan'2017)
- ITIL Intermediate: Service Operations (Mar'2015)
- Microsoft Certified Solution Associate (2014)
- ITIL Version 3 Foundation (May'2012)
- Oracle 11g Certified Real Application Cluster Database Administration Expert (May' 2012)
- Microsoft Certified IT Professional (May' 2012)
- Microsoft Certified Technology Specialist (May' 2012)
- Microsoft Certified Application Developer (May' 2012)
- Oracle 10g Certified Real Application Cluster Database Administration Expert (Aug'2009)
- Oracle 10g Certified Professional Database Administration (Nov'2006)
- Microsoft Certified Professional (Visual Studio 2002 XML.NET & VB.NET) (Feb'2005)
- Oracle 9i Certified Professional Database Administration (Dec'2003)
- Oracle 8i Certified Professional Database Administration (Dec'2003)

## Education

- Bachelor of Information Technology (Sept'01 to Apr'05)
- Higher National Diploma (Computing and Multimedia) (Sept'01 to Apr'04) Edexcel Foundation, London UK

## Personal Details

- **Date of Birth:** 8th March 1983
- **Languages Known:** English, Hindi, Gujarati