**Summary:**

Kalpesh Vyas is MBA PMP CSM CCNA CCNP CCDA CCDP and ITIL Service Operations (Intermediate) certified a highly experienced professional with a strong background in operations management and project delivery. With a focus on IT services and consulting, Kalpesh has held various roles including operations manager, project manager, and team lead in industries such as IT services and BFSI support. Kalpesh's career goals include leveraging his skills in project management, service delivery, vendor management, and pre-sales to contribute to the success of an organization.

**Areas Of Expertise:**

**Project Management:**

* Managing Client interaction for requirement gathering, risk assessment, finalisation of technical specifications
* Developing plans & schedules, resource allocations as per budgets, manpower deployment and team meetings for individual projects
* Interacting with team members to ensure smooth progress of project work
* Developing operational budgets and ensuring adherence to set parameters
* Establishing commitments for the delivery of software, hardware and other system components

**Team Management:**

* Leading, mentoring & monitoring the performance of the team to ensure efficiency in process operations and meeting of individual & group targets
* Creating and sustaining a dynamic environment that fosters development opportunities
* Conducting training sessions & in house forums to boost the technical skills of the associates
* Resolving support / operational issues in liaison with Project Teams & Business Group
* Planning and coordinating Competency Development activities

**Networking & Datacentre Management:**

* Manage 24x7 Network Operations Centre (NOC) and Security Operations Centre (SOC) operations of primary datacentre
* Designing & executing installation & configuration of LAN / WAN, governed by communication protocols
* Administering network security through implementation & maintenance of security tools
* Assigning users at various nodes in the network and manage user rights and security
* Supervising maintenance of web / application Servers in the Enterprise Network

**TECHNICAL PURVIEW:**

* Proficient with using various network & server monitoring tools like SolarWinds, IBM Tivoli, Remedy, Control M, IBM Workload Automation, Netcool etc.
* Cisco 3600 Series, 2500 Series, 2600 series routers, 7500 series routers, VXR routers, Catalyst 4500 Series and 6500 Backhaul switches
* 3Com Core Builder 3500, 3Com 3300 / 2500, 3800, Catalyst 2900 and gigabit switch 3Com SS9000
* Cabletron Smart Switch Routers and Switches like SSR-8600, SSR-8000, SSR-2000, SS-6000, SS-2200 and ELS-100
* NMS like 3Com Transcend, HP OpenView and Cisco CWSI. Quite familiar with protocol analyzers like Sniffer Pro
* UTP structure cabling, Fiber cables (single mode / Multi mode.) I am also familiar with Fiber splicing technology (OTDR) and cable testers (UTP)
* High-end Servers of different makes and configurations like the Compaq ProLiant 7000 / 6000 / 5000 and 3000 series, HP E-50 and IBM Netfinity 5000 series
* PCs and Workstations of different makes and types including Compaq Professional Workstation 6000 /5000, HP Vectra Series and the DELL Optiplex Series
* Printers, Scanners and Card Readers of different makes, Dot-Matrix, Passbook, Inkjet and Laser Printers of different makes like HP and Wipro

**Education:**

* Mba Information Technology And Project Management, I.S.B.M. Mumbai, Mumbai, India - 2007 to 2009
* Diploma In Power Electronics, Dr. S. & S. Gandhi College of Engineering - Surat, India - 1992 to 1995

**Professional Certifications IBM Badges**

* Cisco Certified Network Associate. (CCNA) 1. Agile Explorer
* Cisco Certified Network Professional. (CCNP) 2. Ent. Design Thinking Practitioner
* Cisco Certified Design Associate. (CCDA) 3. IBM Client Mindset
* Cisco Certified Design Professional. (CCDP) 4. Earning Client Advocacy
* ITIL Foundation Certification (v2 & v3) 5. Getting Started With AI
* ITIL Intermediate (Service Operations) 6. AI For Business
* PMP 7. Be! Servant Leadership
* Certified Scrum Master 8. Blue Core Coach

**Trainings - Workshops**

* Hardware Tech. & Diploma in Networking Tech. Hardcore
* Structure Cabling AMP
* Novell NetWare 5 Onward Novell
* Lotus Domino Server 4.6 CMS Computers Ltd.
* Leadership skills Workshop Data craft
* Project Management Professional Workshop PMI Chapter
* MS Project Workshop PMI Chapter
* Leadership for results Workshop PMI Chapter
* Develop & present PM learning program to NGO NGO
* Emotional Intelligence program PMI Chapter
* ITIL V3 ITSM Workshop Obopay
* ITIL Intermediate SO Workshop Simplilearn

**Community Giveback:**

* Worked with IBM PMCOE community and have facilitated 3 PMP study group cycles, also volunteered to update IBM Study Notes from PMBOK Ver 5 to 6
* Earned Be! Servant Leadership badge in 2018, continued volunteering as facilitator & as of now helped 50+ F&O professional to earn their Servant Leadership badges

**Experience:**

**Client: Truist**

**IT Agile Project Manager July 2023 to Till Date**

* On assignment at AgFirst Farm Credit Bank.
* Provide the leadership to aggressively drive business projects objectives.
* Use leadership and influence to generate results, facilitate and document project meetings, decisions, and provide leadership to resolve project conflicts.
* Use sound judgment based on business and project management experience.
* Directly communicate with senior leaders, stakeholders, and various leadership committees.
* In depth understanding of project terminology and methodology.
* Professional experience in IT infrastructure, as a Project Manager/Program Manager in Network Projects.
* Ability to lead a multi-function project team through influencing skills.
* In depth Risk / Issue / Change Management knowledge.
* Incident management and Service desk operations.
* Expert skill using Microsoft Project to drive project execution and manage to critical path.
* Experience in managing constrained schedules and resources in a rapidly evolving environment.
* Ability to understand interdependencies and can connect the dots on how one part of a project impacts another.
* Evaluate complex situations accurately and identify viable solutions that create successful outcomes for the customer.
* Hosting meetings, taking meeting notes, and documenting action items.
* Ability to organize complex and ambiguous information for project sponsors.
* Organizing project goals / objectives into major streams of work with specific deliverables.
* Develop and maintain lessons-learned inputs to the project repository for utilization on future programs.
* Work closely with the Program Executive Sponsor, Operating Committee and Steering Committee to facilitate decisions necessary for delivery and to overcome barriers.
* Resolve political, resource, budgeting, change, and legal issues affecting the program.
* Oversee development of proposals and requests for proposals associated with the program.

**Utilized: skills -** Cisco & IT networking, MS Office suit, MS Teams, MS Project, Agile and Waterfall processes, ITIL Service Management, CRM, PMP & CSM

**Client: Kyndryl solutions**

**Project Manager, Vodafone Idea Squad May 2021 to May 2022**

* Responsible for all aspects of end-to-end Quote – to – Cash Operations including
* pre-sales and marketing deliverables to current and prospective customers, including customized
* proposals, collaterals, training, and business development.
* Work with teams to define solution and support parameters, not limited to team structure, hiring the
* team, setting up the processes.
* Work towards mobilizing the people, processes and technology to support the business, with focus on
* developing positive relationships with stakeholders to ensure successful outcomes for clients.

**Client: IBM**

**Project Manager, IS & GBS Bid Management west squads Oct 2019 to May 2021**

* Leading Bid Management team in West region supporting all clients except Vodafone Idea account
* Strong compliance adherence along with effective change management
* Prioritizing right bids by working closely with brand / sales leaders to ensure maximum coverage aligned with business priorities
* Focus on innovation - In addition to simplify Q2C processes leading to simplification, speed and quality improvement, leading Credit Check simplification project to create App platform acting as self-service model for sellers.

**Client: IBM**

**Project Manager, IS & GBS CMPA west squads May 2018 to Sep 2019**

* An opportunity to lead cross skilled team comprising IS and GBS CMPAs supporting 20+ strategic global and base growth accounts in ISA along with bid managers
* Worked with PE / DPEs closely to ensure all relevant PMO activities like Issues & Risk Management, Contract Change Management, Internal & External Governance, RFS support are aligned with Contract Calendar & IBM deliverables
* Cross skilling
* Trained 4 CMPAs for bid management who started supporting bids / PCRs for their respective accounts been supported by them as CMPA
* Took initiative to train and enabled team members to process billing requests for GBS West region which was performed centrally by B'lore Q2C team
* Ensured 100% compliance for all bids, >99% billing accuracy and on time deliverables to various account’s PMO team which was evidential in many NPS / feedback received from external clients

**Client: IBM**

**Project Manager, Vodafone & Idea Bid Management June 2017 to April 2018**

* Successfully led squad to support all per sales / bid management activities for Vodafone and Idea accounts
* In addition to act as Doer Leader, managed team across all aspects like people management, skills, adoption to Accelerate, training, career planning etc. and produced desired business results
* Focus on innovation - Attained RPA Botcamp and implemented first RPA - billing automation project in ISA
* Manifesting Accelerate model -. All Q2C practitioners performing O2O activities cross trained to perform O2C validation activities and initiating contract registration request in tool and tracking till completion

**Client: IBM**

**As Technical Solution Lead & Consulting Bid Manager Dec 2010 to May 2017**

**Accountabilities:**

* Interfaces with Brand Sales, Business and Technical resources as well as within the Sales Transaction Hub for the other services including ICAP research and Proposal development
* Help the Bid Team (and supporting Subject Matter Experts) to build better proposal content, project delivery plans, estimates and deliverables
* Participation of all potential IBM hardware, software and services component resources as may be required for the solution
* Leveraging Technical knowledge, IBM pre-sales process knowledge and interpersonal skills to maximize the effectiveness of brand component owners / technical support, enabling them to identify best fit solutions and resources
* Manage the development of proposal solutions / cost that commensurate with the Win Strategy and show IBM's Value Proposition
* Supporting technical reviews and related controls in place in accordance with SD/QP processes for all deals supported
* Ensuring client deliverables have “one voice” and effectively sells the IBM value proposition
* Harvest and reuse of valuable intellectual capital and assets, as required. Support with development of reusable proposal collaterals

**Client: Obopay Mobile Technology**

**As Operations Manager, Projects (AVP) Jan 2010 to Dec 2010**

**Accountabilities:**

* Understand and develop project scope – Based on inputs from customer, product and OPS teams
* Develop / Consolidate project schedule via WBS (Microsoft Project 2007)– based on inputs from other functions
* Finalize formal acceptance criteria with PMO, OPS & UAT teams
* Lead regular meetings with the OPS teams on project status weekly /monthly update
* Change Control Management – to support project augmentation
* Problem escalation and resolution
* Continuously monitor the progress of the project to ensure that the project is completed on time and budget

**Client: Datacraft**

**Regional Project Manager (West) Mar 2007 to Jan 2010**

**Accountabilities:**

* Managing Project rollouts for Gujarat, Madhya Pradesh, Chatishgarh, Maharashtra and Goa (West Region)
* Executing planning, directing and managing designated projects
* Ensuring that objectives are accomplished in accordance with outlined priorities
* Evaluating results of operations to discover more efficient ways to utilize resources
* Assigning responsibilities and designing time schedules. Negotiating contracts that ensured quality and win-win situations
* Analysing project status reporting during each operational phase

**Major Projects Delivered Successfully:**

**Organisation: State Bank of India**

**Duration: May’07 – Jan’08**

**Team Size: 20 to 25 (across the region)**

**Role: Regional Project Manager, West**

**Description: The project involves in networking 1000+ branches of State Bank group in West Region**

**Accountabilities:**

* Conducting Site Survey of each location to evaluate site readiness with respect to equipment’s installation
* Staging, testing, configuring, dispatching, installing and handling deployment for monitoring (for each branch end equipment)
* Provisioning, installing, testing and deploying primary network link and secondary network link for each branch
* Meeting with senior officials of Service Providers to expedite their infrastructure installation to deliver the network links
* Conducting client project review meetings and team performance reporting

**Organisation: State Bank of India**

**Duration: Dec’07 – Feb’08**

**Team Size: 9 to 10 (outside country on T & M basis)**

**Role: Project Manager**

**Description: The project involves migration of 11 APAC countries branches from Frame Relay to MPLS**

**Accountabilities:**

* Co-ordinating closely with Service Providers, foreign country branches and engineers to develop migration schedule
* Liaising and ensuring onsite engineer availability in foreign countries on T & M basis
* Identifying risks, accomplishing risk analysis, developing risk response plan and monitoring risk throughout the execution
* Establishing parallel infrastructure for each location to ensure quality of new link and avoid business impact
* Identifying change requirement and elevating change request with detailed action plan and rollback plan
* Conducting post implementation review for each change to ensure delivery as per the scope, redeployment for the links and devices after successful migration completion
* Submitting project closure documents, conducting closure review with clients, capturing lessons learnt and handing over the setup to BAU – Operations support

**Organisation: Barclays Bank**

**Duration: Mar’08 – Aug’08**

**Team Size: 15 to 20 (across various functional teams)**

**Role: Project Manager**

**Description: The project involves in networking 150 seats Office fit out**

**Accountabilities:**

* Overseeing the voice and Data network connectivity of new office with the existing network
* Arranging and stipulating for building infrastructure like sitting arrangements, projectors, pantry equipment and accessories, stationary, security and facility management teams along with implementing security access system
* Implementing voice and data connectivity for each seat-cabin
* Hiring agencies for housekeeping, logistics and security

**Client: Datacraft**

**Network Operations Centre Manager (SBI – Primary Data Centre) Sep 2006 to Feb 2007**

* SBI has a Primary Datacentre for their domestic and international offices network which also houses applications at SBI, Belapur and a DR site at Chennai

 **Accountabilities:**

* Managing single and first client’s point of contact for any project or uptime related activity at SBI, Belapur Datacentre
* Handling the network and application Disaster Recovery Drills as per BCP plan of client
* Initiating the first point of contact for any Move / Add / Change or Delete activity in the network and first point of contact for any internal (within team) or external escalation
* Overseeing the activities of service desk at Core site and providing Root Cause Analysis for major incidents
* Identifying the need for change, raising change management requests and after approval conducting post implementation review
* Performing SLA review meetings with clients

**Client: Datacraft**

**Team Leader - Networking July 2002 to Aug 2006**

**Accountabilities:**

* Responsible for single point of contact for any project or uptime related activity under Gujarat region
* Participating in building up the efficient team and positioning engineers at strategic locations across Gujarat
* Delivering the uptime services to State Bank of India & Associates banks, Federal bank, Indian Overseas Bank, Citibank, etc.

**Achievements:**

* Successfully completed 100% network connectivity project for the assigned region
* Efficiently completed various projects for clients like VSNL, NHAI (National Highway Authority of India), Central Bank of India, etc
* Completed 1000+ branches networking project for Gujarat region (delivering service and support for the same)
* Effectively accomplished MPLS POP expansion and IP-PBX installation projects for VSNL and successfully in Gujarat region (delivering services and support for the same)

**Client: Compaq Computers (Auth. Service Partner)**

**Senior Network Support Engineer April 2001 to June 2002**

**Accountabilities:**

* Maintaining, troubleshooting and upgrading the network that spread in 40 Sq. Km areas with 300 Km of fiber optic backbone connecting over hundreds of site offices/buildings and having 10,000 nodes of structured cabling.
* Designing the existing network as the hierarchical network design that comprises of Core, Distribution and Access layers. The network is being designed in a mesh topology (ring + star) with three levels of hardware redundancy (module failure, box failure and link failure) to achieve maximum redundancy
* Utilizing various products of Cabletron like SSR-8600 and SSR-8000 in the Core layer, SSR-2000 and SS-6000 in the Distribution layer and SS-2200, ELS-100, 3Com and Intel switches in the Access layer to design the network, and installing SSR8600 with gigabit ports (SX, LX, and LLX modules) and Fast Ethernet modules
* Implementing OSPF for the Complete Layer-3 network connectivity
* Configuring OSPF, RIP and STP (for L2 switching) for inter connectivity of the sites and VRRP for path redundancy

**Client: CMS Computers**

**Group Leader for Banking April 2000 to March 2001**

**Team Leader for Network and System Integration Team**

**Accountabilities:**

* Evaluating the total requirement of the client and providing an Enterprise-wide solution for their functional necessities
* Executing design networks for efficient data communication over LAN, MAN and WANs
* Providing system sizing, capacity planning and offering solutions on high end enterprise servers and data management strategy for the clients
* Presenting business process overview to the client for the various solutions/technologies that is deployed as a part of the solution
* Devising the project implementation strategy, handling activity charts & schedules as well as accomplishing milestone planning and reports.

**Achievements:**

* Managed Campus Wide Networking at Reliance for 500 + nodes by using CAT V and Fibre and 3COM Core Builder 3500, 2500 and PSS 40 hubs as Project Engineer
* Lead the core team member of implementation team for country wide Lotus notes project for Bayer ABS Ltd.
* Executed migration of FDDI Backbone to the Fast Ethernet Backbone with 7 3Com Core Builder 3500 Layer -3 Switches at Essar Steel Ltd. Hazira as Team Leader
* Accomplished the task of a Project Team member on Gigabit backbone and WAN connectivity at FASCEL, Ahmedabad
* Managed the DOTSOFT Project as a Project Manager that comprises of more than 40 locations WAN connectivity. It also includes total integrated solutions with the help of CISCO routers, COMPAQ ALPHA Servers and many products of RAD like ASM 20, ASM 40, HTU E1, FCD E1, etc.

**Client: CMS Computers**

**Senior Customer Support Engineer Oct 1997 to March 2000**

**Accountabilities:**

* Executing pre-sales and post-sales support for networking products like Hubs / Switches and Routers of 3Com and Cisco makes
* Providing desktop and LAN support to business customers at all levels
* Effectively designing LANs networks for the customers, implementing and maintaining the same
* Designing TCP / IP Addressing schemes and deciding, suggesting and implementing LAN Protocols like TCP/IP, IPX/SPX and NetBEUI
* Sizing hardware, Installing and maintaining different servers like Lotus Domino Mail Server at Thermax India Ltd., Booking and Ticket Printing System at Gujarat State Road Transport Corporation, CCMail Maintenance and troubleshooting at Godrej Pacific