
Strategic, entrepreneurial executive, blending technology, operations, and finance expertise with a medical background to drive growth in complex, highly-regulated industries including pharmaceutical, healthcare, finance, technology, and energy. Record of leveraging technology to deliver operating improvements, cost efficiencies, and solve problems while effectively managing global project teams and budgets for industry leading, multinational corporations. Skilled at building and leading collaborative, high-performance teams.

- Strategic Planning & Execution
- Operational Leadership
- Process Optimization
- P&L, Budget Management
- Technology Management
- Change Management
- Business Transformation
- Continuous Improvement
- Scalability & Revenue Growth
- Project/Portfolio Management
- Cross-Functional Collaboration
- Team Building & Leadership

High-Impact Results

Launched two successful firms, developing and effectively executing strategic operating initiatives. Manage companywide operations, focusing on finance, accounting, vendor management, and project oversight. Oversee financials, sales forecasting, and client relationships, ensuring alignment with business goals. Additionally, negotiate contracts and manage employee benefits and payroll.

Co-led a \$45M worldwide IT migration at Motorola/Symbol. Managed e-mail migration, server upgrades, backup solutions, and desktop/laptop migrations for 6,000+ users across 30 sites in 20+ countries. Directed resources and teams from the USA, UK, and India, improving manpower efficiency by 15% through business analysis, optimized resource allocation, and staff training.

Improved operating efficiency, security and compliance for Citigroup. Developed and implemented operating strategy, resulting in process improvements and cost savings. Enhanced infrastructure security and upgrades. Identified and resolved call center compliance issues, improving call routing, response times, and technical documentation. Developed cross-functional processes for Help Desk, Incident, Problem, Change, and Configuration Management. Negotiated with the CIO, securing and extending a contract with IBM consultants.

Developed cost effective operating improvements by troubleshooting global IT issues at J&J. Managed IT infrastructure and application issues for 250 companies globally, addressing challenges in network, telephony, business continuity, and data centers. Led global teams to resolve multimillion-dollar business impacts, identified root causes, and initiated corrective actions. Presented solutions to senior leadership.

Drove strategic IT transformation at J&J by implementing ITIL framework. Standardized processes across U.S. operations and ensured compliance with regulatory standards. Led W2K rollout and resolved critical technical issues, resulting in winning a major contract. By establishing best practices for migration and developing user feedback mechanisms, elevated operational efficiency and aligned IT services with business objectives.

Enhanced scalability for NiSource, standardizing IT infrastructure and reducing failure rates. Directed project team in standardizing the large-scale IT infrastructure and data centers. Led a team of Systems/TSM Administrators to achieve SOX compliance for TSM backup and recovery across 1,500+ servers, reducing the failure rate from 23% to 3%. Proactively, addressed a 5-year SOX compliance failure; secured extension of contract's scope.

Enabled M&A and post-acquisition integrations at Sunoco/PES/PESUH. Developed and managed requirements, budgets, and resources for various mergers and acquisitions, including migrating company servers and data to cloud and hybrid environments. Contributed to the IT Roadmap in the Sr. Engineering Forum.

Professional Experience

Small MSP

| 2015 to present

Deliver full service IT consulting to healthcare, oil & gas, financial services, banking, and non-profit clients.

COO / Principal Consultant

- Lead daily operations while managing ~\$3M-\$4M budget, resource allocation, and strategic initiatives, ensuring alignment with company goals.
- Spearhead strategic planning, digital transformation, and project portfolio management, while driving digital marketing efforts for measurable impact.
- Oversee client technology migrations, cloud solutions, and vendor management, ensuring service excellence.
- Develop and execute IT strategic roadmaps, lead hybrid cloud migrations, and optimize operations.
- Prepare and present QBRs, manage client relationships, and lead complex projects, including infrastructure migrations and ERP implementations.
- Direct company-wide operations, including digital business transformation, financial management, and spearheading marketing effort and HR functions such as benefits, resource management, and recruitment.
- Implement organizational changes and process improvements to drive growth and efficiency.

Small MSP

LLC | 2009 to present

Providing IT services for clients in the pharmaceutical and oil & gas industries.

President

- Founded consulting business, optimizing client relationships through cost-effective solutions, operational excellence, and enhanced ROI.
- Managed all aspects of company operations, including budgeting, financials, digital transformation of business (digitization), vendor management, project management, and HR functions such as recruitment and employee benefits, training etc.
- Directed strategy development, digital transformation, and M&A activities, driving company growth and market expansion.
- Delivered high-level infrastructure assessments and implementation plans, improving IT agility, security, and compliance for major clients like Sunoco, PES, MedImmune (AstraZeneca) and J&J Pharmaceuticals.

Notable projects include:

- ❑ Sunoco: managed IT infrastructure projects, operations, and M&A programs. Developed plans, budgets, and metrics to ensure project success.
- ❑ Philadelphia Energy Solutions (PES): led the datacenter separation and migration to hybrid cloud, including network, database, and infrastructure upgrades. Reviewed and renegotiated vendor contracts and SLAs.
- ❑ AstraZeneca (Medimmune, LLC): managed IT Infrastructure Shared Services, directing teams from IBM, Cognizant, Verizon, AT&T, and other vendors. Established strategic standards and metrics, ensuring compliance with GSD331, ITCS104, SOX, IQOQ, ITIL, and GxP regulations.

IT Consulting

| 2008 to 2009

Senior Consultant

- ❑ Co-led datacenter operations for Covance, Inc. (EMC Corp), managing over 200 servers and key projects like IVRS, FSA, and IT asset lifecycle. Directed corporate backup processes and ensured SOX compliance. Orchestrated a full datacenter shutdown and restart, covering all critical systems.
- ❑ Managed IT projects for government clients through 2020 Company, LLC, including infrastructure transitions and migrations, such as Lotus to SharePoint and configuration of mainframe connectivity and PC Build for Medicaid/Medicare services. Enhanced workforce efficiency by 20% through business analysis, resource optimization, and staff training, improving workflows and maximizing technology investments.

| 1999 to 2007

Fortune 41 company and premier player in the global technology sector.

Practitioner

- ❑ Hitachi: managed consolidation of 400+ servers to 300 by conducting business analysis, mitigating risks, and overseeing consolidation and technology refresh projects. Analyzed business requirement, solution reviews, and evaluated implications of implementing refresh plan in compliance with GSD331 and ITCS104 guidelines.
- ❑ Board of Education (New York, NY): consolidated 13 data centers into 8, ensuring business continuity during the physical move and documenting server room architecture.
- ❑ Led project managers and teams of 25 specialists across multiple sites, resolving technical and management issues. Exceeded client expectations by establishing migration measurement standards, creating user reference materials, and implementing an audit trail system compliant with 21 CFR Part 11.

Various Consulting Experiences | 1994 to 1999

Consultant

- ❑ EDS - Vanguard Group: provided technical expertise for a multi-domain Windows NT 4.0 and SMS 2.0 migration for 12,000+ users, including configuring SMS clients and conducting QA tests.
- ❑ Worked on technical projects for clients and vendors including Manpower Technical, Unisys, IRS, SSA, DPW, and several industries in India (construction, retail, medical).

Education

Executive MBA, New Jersey Institute of Technology, USA

MBBS (equivalent to MD in USA – Medicine, Surgery, Ob-Gyn), Gujarat University, India

Certifications

Formal Project Management Professional (PMI) Training, Enterprise Project Management Program training (Pilot and Enhancement activities)

AI Infrastructure and Operations Fundamentals by NVIDIA

Operations and Process Management by Illinois Tech

Fundamentals of Machine Learning and Artificial Intelligence by AWS

Business Continuity Management and LDRPS training

Formal training of ITIL through IBM Education

Delivery Excellence Education (for consultants), IBM

Pre-Sales training seminar of Think Vantage Technologies (TVT) offered by IBM PC Institute

Microsoft Certified Systems Engineer (MCSE) with Messaging

Fundamentals of SQL, Microsoft Project

Basic Training of Aperture Software Solutions

Formal training of Interconnecting Cisco Network Devices, Advance Cisco Router Configuration and Specialized Campus Network Multilayer CISCO Switching

Board Memberships

Board of Directors and Vice President, Gujarati Samaj of Tri-State (GST)

Board of Trustees and Executive Committee, VP of Communications & Information, India Temple Association (ITA)