Satish B. Mahajan

Thane, Mumbai, India; (91) 983 377 2726; mahajans@rediffmail.com ; Satish B Mahajan | LinkedIn

EXECUTIVE SUMMARY

- **2021 Receipt of Technology Leader Award by TekQ Global CIO Forum**
- **2020 Receipt of COVID Worrier Certificate for Social and mental support to people.**
- **2020 Receipt of "Super CIO" by TekQ Global CIO Forum**
- **2020 Receipt of "COVID – 19 CIO Super Hero" Award by Enterprise IT World**
- **2019 Receipt of "CIO 500" Award by Enterprise IT World**
- **2018 Receipt of "Big CIO 100" Award by Trescon.**
- **2017 Receipt of "Change Agent IT" Award by Enterprise IT.**
- **2011 recipient of "Next100 CIO's" awarded by "IT Next", part of "9dot9Media"**
- **Received Multiple Performance Awards in VFS since May 2012**
- **Mentoring and Counselling for performance improvement for team**
- Over twenty years of experience in managing technology infrastructure operations delivering business critical projects while assisting top management in reducing costs and asset redundancy and global team management
- Communication is the strength and leading from front is one of the ways to handle any Technology issues.
- Very good at handling complex issues, troubleshooting them and resolving then successfully.
- Promoted as General Manager IT Corporate in April 2017, heading IT Infrastructure of South Asia and Africa Region including corporate Role of Project Budgeting, Vendor Management, Stack Holder Management, Global Project Management and IT Budgeting.
- Previously managed Technology Infrastructure for CIBIL, Raymond Limited, Hinduja Group; ICICI Limited; TIFR;
- Examiner to Board of Technical Examination, Mumbai
- Written various articles related to Technology Concepts and Management.
- Received appreciations and certificates for training and guest lectures in various collages on various topics of IT and Management.

COMPETENCIES/ SKILL SETS/ EXPERTISE/ STRENGTHS

- Mentoring for better performance and skill upgrade
- Aligning Technology to Business
- Planning, Budgeting, Service Quality Negotiation
- Cross Culture / Diversified People and Project Management
- Negotiation and Procurement
- Peer / Customer / Vendor Relationship Management
- Technology Evaluation
- IT Solution and BAU management

EMPLOYMENT DETAILS

November 2020 VFS Global   General Manager – IT (Corporate)
- Part of Global IT Procurement Team
- Global Vendor Relationship Management
- IT Commercial Negotiation and approval for all the Enabling Units
- Budget Management for procurement
- Responsible for IT Operation in China Region.

July 2019 VFS Global   General Manager – IT (Corporate)
- Part of Global IT Procurement Team
- Global Vendor Relationship Management
- IT Commercial Negotiation and approval for all the Enabling Units

- Budget Management for procurement

APR'17 VFS Global   General Manager – IT (Corporate)
(Apart from the earlier additional Responsibility)
- Head Infra for South Asia and Africa Region
- Global Project Management including Budgeting, Procurement, Implementation of Projects.
- Working on global special Projects
- Global Inventory Management

APR'13 VFS Global   Deputy GM – IT (Corporate)
- Stake holder Management and customer relationship management.
- Global IT Project Budgeting
- First level approver of Purchase of IT Infra related purchase globally
- Auditee for IT Department for region South Asia for ISO 27001, ISO 9001, ISO 14000 for both Internal and external Audits
- IT Project Rollout support Globally and implementation in South Asia
- Managing Regional, Corporate IT Support and Project Management
- Looking after procurement of region. Vendor Management and services negotiation

Since May'12 VFS Global   Regional Manager – IT (South Asia)
- VFS Global one of Pioneers in VISA Processing and allied services present in 69 countries across globe.
- Reporting to Head IT
- Work closely with Senior Management South Asia for Project Roll outs, Implementations and Operational Issues
- Implementation of IT Projects National and Internationally.
- Managing IT Services South India / West India and Sri Lanka
- Managing IT Service for Corporate office
- Budget preparation and verification of IT project Globally
- Coordination and Monitoring of IT Projects Globally
- Managing Service desk to resolve various service related issues globally.
- Vendor Management for Services and IT Procurement
- Interaction with Central IT team for support and services related concerns.

Sept'11 – April'12 Self Employed   Consulting (IT)
- Audit of IT Infrastructure and helping to improve the GAPs in the Audit with Operation team
- Building IT Policy and SOP for IT Operation
- Help to build documentation for IT Operation
- Analyzing skills of IT team based on Role and suggesting necessary practical soft and technical skills.

Aug'10 – Sept'11 CIBIL, Mumbai   Assistant VP (IT)
- CIBIL Credit Information Bureau (India) Limited, India's First Credit Bureau for Individual Credit Rating
- Direct Report of CIO; Managed Team of two directs – IT Programs Manager; Data Centre Manager and 10 IT Engineers
- The overall budget of around 60Cr per Annum.
- Worked closely with the CIO influencing strategic and synergistic changes at the top Management.
- Worked closely with the end-user community ensuring smooth adoption and utilization of Technology.
- Auditee for ISO 27001 and other IT related Audits.
- Data Centre Management along with external vendor, supporting around 500 plus
  Customers. This also include relocation of DC to Netmagic.
- Effective Vendor Management reducing procurement costs by 20% and crushed timeline of delivery with multiple vendors.
- Commended for 100% uptime during my technology infrastructure leadership tenure.

Nov'08 - Aug'10   Raymond Limited, Thane   Head Infra. (Corp. IT)
- Textiles Major and part of 85 plus year old Singhania Group of Industries with more than 5000+ employees
- Direct Report of CIO; Managed Team of two directs – IT Programs Manager; Manager Corp. IT along with 80 IT Engineers

Satish B Mahajan

- Managed a 24/7 Central Help desk of 10 Support Engineers for infrastructure spread over 52 locations and 500 retail outlets
- Worked closely with the CIO influencing strategic and synergistic changes at the top management level
- Worked closely with the end-user community ensuring smooth adoption, utilization of deployed technology and improvement of IT Services.
- Effective Vendor Management reducing procurement costs by 20% and with crushed timeline of delivery and improvement of services with competitive cost.
- Single Vendor support across all location was implemented with almost 50% cost reduction in the IMS services the service contract was worth Rs. 2.5 Cr. Negotiated for e-learning software for HR Department
- Standardization of hardware procurement for all the stores including Project 99 where in quick session we standardize
- Hardware and software for implementation to these shops.
- Mentor for one of the members of Raymond Leadership Development Program

Jan'98 - Nov'08   Hinduja Group, Mumbai   Senior Manager (IT)

- Corporate office of Hinduja Group with all the Group President and promoters sitting in this office.
- Reporting to Group President HR with team size of 4 people
- Number of Servers were 12 and number of desktops were 100+
- Procurement of IT and Telecom Equipment worth 50 to 60 lack per year.
- Some of Key Projects done
    - Consolidation of Power Backup Facility (UPS)
    - Building Server Room for Hinduja House
    - Implementation of mailing solution in including Mail Server for Hinduja Group India.
    - Board Room Automation and Video Conferencing Facility for Hinduja House
    - Integration of all the floors with structured cabling across all floors with more than 100+ desktops.
- Supported 4 startup companies of Group at Hinduja house to setup their IT Infrastructure.

Dec'94 - Jan'98   ICICI Limited, Mumbai   Officer (IT)

- One of Largest NBFC now one of leading Private Bank of India.
- Reporting to Head IT with team size of 4 people.
- Worked on project of feasibility of Lotus Suite against Microsoft Office for 2000+ users.
- Worked on standardization of documents, Presentations and Logo redesigning.
- Application development for various departments like Project Management, Consulting, Legal, Accounts, Project Finance, etc.
- Corporate training for Lotus Suite, FoxPro, Internet and building presentation which covered almost 1000+ employees of ICICI Group.
- Website Design, content management and maintaining uptime was one more critical project was one of continuous activity

May'91 - Dec'94   TIFR, Mumbai   Scientific Assistant (IT)

- Worlds Premium Basic Science Research Institute
- Reporting to Professor who was also in charge of IT with of two people under me to support the infrastructure.
- Two servers with 25 nodes and 15 independent desktops. The server use to get connected to Main frame at head office at Colaba with around 50+ users at Mankhurd Office.
- Worked on development of IT Infrastructure and training Research Team to learn various analytical tools
- As a part of Research project participated in various Surveys, Data Analysis and Research paper publication in Mathematics Education.

Oct'88 - May'91   Patni Computers, Mumbai   Senior Operator (IT)

- One of Majors in Software Development and Data Processing around 90s.
- Reporting to Operation Supervisor
- Data Processing was the responsibility at its DP Division.
- Managing backups and coordinating with Engineers if any problems in systems

Satish B Mahajan

PROFESSIONAL TRAININGS / Certification

- **2021**   ***Completed White Belt from Uptime Institute***
- **2021**   ***Completed Strategic Management Certification from IIT - Mumbai***
- **2021**   ***Completed Advance Global Leadership Program from IIM – Kolkata.***
- **2021**   ***Completed International Certified Career Coach certification from ICCC***
- **2018**   ***Completed COPC Lead Auditor through COPC Inc.***
- **2017**   ***Completed LA ISO / IEC 27001:2013 through TUV***
- 2016   *Completed Potential Development Program for GM Successfully.*
- 2014   *Management Development Program from VFS Global*
        The Executive MBA for 17 days with Professional Evaluation from Management Training Centre Completed with "A" Grade through
- **2014**   **Completed** *ITIL 2011 Certification through APMG.*
- 2011   *Attended formal training of 35 hours on PMP Certification*
- 2004   *Attended the training on BS 7799 conducted in Mumbai by Network Intelligence India Pvt. Ltd. (NII)*
- **1994**   ***Advanced Electronics and PC Maintenance (AEPCM) from MS Board of Vocational Examination, Mumbai.***
- **1990**   ***Advanced Diploma in Computer Software and Systems Analysis (ADCS), From MS Board of Technical Examination, Mumbai***

Various Internal Training completed

Training on Strategic Thinking, ISO 9001 and ISO 1400, Ethics and Antiquates, Finance for non-Finance people, Leadership Styles, Communication Skills, Leadership Program, Application of NLP

ACADEMICS

Jan 2017 - 20   M.A. (Psychology) from IGNOU

1995-98   MHRDM (HRD) from Jamanalal Bajaj Institute of Management Studies (JBIMS),
        Mumbai University

1984-87   B.Sc. (Physics) from Bombay University, Mumbai

Other Activities

February 2017   Part of IT Syllabus Committee Industry Representation for Board of Technical Examination for Diploma Course.

November 2014   Judge for paper Presentation for Inter Polytechnic Technical Paper Presentation in VPM Polytechnic in Thane

August 2011   Worked as Jury for selecting best Implementation award for Express Technology Senate (ETS) conducted
        Express Computer Magazine

December 2011   Worked as Jury for Selecting Young IT Professional Award conducted by Computer Society of India (CSI).

PERSONAL INFORMATION

Gender/ Nationality/ Marital Status   Male/ Indian/ Married
Permanent Residence: Thane, Maharashtra
Languages Known: English; Hindi; Marathi; Kannada
Date of Birth: August 21, 1967

Satish B Mahajan