

MUKESHKUMAR N. BHATT

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Aspiring for a top management position as Group Head-IT (Management).

Professional Synopsis

- IT professional with 25+ years experience in the areas of **Group Head – IT (Management)** out of total IT experience.
- Strong communication, dynamic working, collaboration & team building skills with deftness in training and supporting end users as well as developing technical staff to achieve performance objectives.
- Managing the IT - installation, configuration, maintenance, Escalation, Resolution, Cyber Security, Data Centre, Data Backup, Data Analytics and network services on multiple platforms thru IT Vendors.

Professional Highlights:

- Current Employer : Accent Microcell Ltd, Ahmedabad, Gujarat, India - www.accentmicrocell.com**
Group Head – IT Management, Ahmedabad, Gujarat.
Accent Microcell Ltd (www.accentmicrocell.com) - Public Listed Company
Product Grades :15+ Countries Certified to Operate :75+ Operation since:25+ Years, Total Plants 3 Nos.
More than 75+countries destinations like USA, Europe, Latin America, Far East and South East. Set special quality standard to produce product as per ISO and GMP guideline. World class Manufacturing process, Packaging, transportation and storage condition and other factors that reflect to quality of the product and services too.
Group of Companies : ANETA PHARMA - <https://anetapharma.com/>, INDO SMC – <https://indosmc.com/>, CLAROID PHARMA - <https://www.claroidpharma.com/>, ASHUTOSH LLP - <https://www.kakatank.com/>, AGISTIN - <https://www.agistinbiotech.com/>, ACCENT BIOS - <https://accentbios.com/>
Currently heading and managing SAP B1 (HANA) Cloud base Team,, Cloud base AD support with DLP, Cloud base Acronis Backup Management (Incremental), Cloud base SecureIT Endpoint Antivirus, Power BI Pro and SAP Team Management.
- Past Employer : Shree Ram Chemicals Industries, Ahmedabad, Gujarat, India - www.shreeramchem.com**
Group Head – IT Management, Ahmedabad, Gujarat.
A leading Chemical Manufacturer - Exporter, established in the year of 1990 in India. We are manufacturing Dye Intermediates, Textile Chemicals, Electroplating Chemicals, Detergent Chemicals, Textile Auxiliaries & other Chemicals.
- Past Employer : Rubber King Tyre Pvt Ltd, Ahmedabad, Gujarat - www.rubberkingtyres.com – Group Manager -IT Management** Manufacturers of Solid Tyres, Tubes, Flaps, Bladders, Pneumatic etc. Exported in 78+ Countries, 17M Products Sold and 12+ Products portfolio. **Managed 4 manufacturing plants around Ahmedabad, Gujarat State locations.**
- Past Employer : Automotive Mfrs. Pvt Ltd, Ahmedabad, Gujarat, India – www.automotiveml.com**
Head / Sr. Consultant – IT Management (Gujarat State)–Main Dealer of Ashok Leyland Ltd (Hinduja Group of Companies, UK), Gujarat, India.
Dealerships of Ashok Leyland Ltd (Hinduja Group of Companies, UK) from more than 65 years in the states of Gujarat, Maharashtra, Andhra Pradesh and also holding the dealerships of Bajaj Auto Ltd, Maruti Suzuki Ltd, Kobelco (Earth Moving Equipments), Mahindra & Mahindra, John Deere Tractor, Audi, Volkswagen, Porche, Renault Car, Jeep, Kia, Piaggio, Automotive Plus (Vehicle Body Building) and C & F agent of Gulf Oil India. Ltd (Hinduja Group of Companies, UK).
Managed 9 Branches and other Workshops across Entire Gujarat State.
- Incharge - IT Management (Gujarat State) – Main Dealer of Renault India Pvt Ltd – Gujarat State, India– www.kamdarcarz.com**
Worked with Kamdar Carz Pvt Ltd is a company was having dealerships of Renault Inida Pvt Ltd (Renault Cars), Gujarat State owned by the Director's on their Automotive Mfrs.Pvt Ltd, Gujarat as their family business.
Managed 3 Branches and other Workshops across Entire Gujarat State.
- Past Employer : As Software Supporter (ALPM) with Central Bank Of India, Ahmedabad Zone, Gujarat, India.**
Managed approx 20 Branches across Ahmedabad Zonal Branches.

Skills and Management :

- SAP Team Management (Developed by TCS) • Overall IT Team Management • Microsoft Dynamics 365 CRM Team Management
- DMS • PMO • DBMS • IT Networking • IT Project Management • IT Business Analytics • IT Service Management • MIS
- SDLC • Project Implementation Management • ICT • ITSM • IT Infra • Database Design • Software License Agreement (SLA)
- Data Analytics • Dashboard Management (Incident) • Vendor Management • IT Asset Management • Project Budget tracking and Management
- Inventory Management (FIFO, LIFO, CIFO, DEFO, EFO) • Capex, Opex and Revex Planning • CCTV Surveillance
- Storage & Backup Management • Project Life Cycle Management (PLCM) • Service Life Cycle Management (SLCM) • Master Service Agreement (MSA) • Long Term Service Agreement (LTSA) • Asset Life Cycle Management (ALCM) • Video Conference
- Biometric & Security Solution • E-Filing (Records) • IT Techlead • IT Governance • Data Centre Monitoring and Management
- Software Project Life Cycle (SPLC) • Standard Operating Procedure (SOP) • VOIP • Communication (Electronic) with Management, Stakeholders & Subordinate • IT Logistic Management • IT Warehouse Management System • IT Transport Management System
- MS Visio • Software License Management (SLM) • GPS • IT CRM Dashboard Management (Sales, Service & Marketing) • Strong Analytical & Problem Solving Skill • UAT Admin • ROI • IT Escalation and Resolution Management IT Matrics • IT Training • IT Service Delivery Management • Data Centre Management • Strong Leadership • Cyber Security Data Management Business Intelligence • Digital Transformation • ITSCM • CMDB • SCADA Server Management • Data Migration Management Tally Accounting Enterprise Management • Project Deployment and Management • SLDC • SFD • Tenant Migration Management
- IRR Analysis (Finance)

Tasks:

- Holistic responsibility for IT service management (infrastructure and applications) with a focus on:
 - Incident Management
 - Problem Management
 - Change Management
 - Knowledge Management
 - Request Management
 - Operational Management
 - Project Deployment & Management
- Monitoring and reporting on key IT service management metrics and continuous improvement, partly at group level.
- Concept development and implementation of IT infrastructure issues in collaboration with the Group of Companies.

Key Activities and Responsibilities:

IT Leadership, IT Infrastructure Design and Management ,IT Security, Technology, Stakeholder Collaboration, Financial Leadership, Portfolio Communications, Digital Workplace Solutions, Hybrid Computing, Network Architecture, IT Help Desk Management, Endpoint Management, IT Governance and Compliance, Continuous Improvement, Networks and Hardware Management, Management of Servers and Data Centre, Trouble Shooting, Vendor Management, Project Management, Reporting and Documentation, Asset management and security.

Significant Highlights include:

- Project Management, Coordination with Implementation Partner, developing I.T Infrastructure for all business applications & rollouts at 7 branches across Gujarat State.
- Handled team of 200+ IT executives across Gujarat State Region. Plan for new Infrastructure projects, design and execute as per IT roadmap. Part of the budgeting team drafting and presenting to Management for approval Complete Data Center Management Primary (Ahmedabad) as handling total infrastructure part of IDC and change management as per req.
- Preparing for monitor Projects Plans & update on Monthly Progress to the Top Management
- Effectively oversaw Infrastructure planning and Administration, designing and implementing new technologies
- Vendor management, procurement for all locations. SLA Management, Disaster Recovery Planning
- Completed project of CCTV Surveillance across entire group.
- Accurately generated MIS & other Sales, Business Essential & Management Reports.
- Proficiently coordinated Point of Sales (POS) involving complete Supply Chain Management.
- Maintained uncompromising focus on Resource Management System (RMS), Software Development & Maintenance and IT Back Office Management.
- Taking care of for Internet Contents filtering.
- Worked on Virtual Apps (Security Wall) : Citrix and VM Zimbra
- IT Budget Management for Corporate office & branches
- Made serious impact in the areas of IT - Infrastructure Management, Backup Management, Network Management and Mailing Administration.
- Smoothly synchronized Vendor and Inventory Management to enhance the productivity & profitability of the organization.
- Preventive maintenance of computer system's up gradation & Troubleshooting.
- Managing the network issues and providing all IT- Hardware support thru service stakeholders / vendors.

IS-IT Project & Program Management

- Manage Network (LAN / MAN / WAN / SDWAN / V-SAT. MPLS, PtoP, ILL & VPN) SLA with Vendors.
- Budgeting & Cost control.
- Resource planning, allocation and management.
- Implemented problem & Incident management processes and procedures.
- Responsible for Large scale Enterprise infrastructure including Network Management, Project Management, Architecture, Data Center Operations & Consolidation, 24x5x365 Helpdesk, Service Desk Support, Data Security & Service Delivery.
- Running weekly project meetings, status, issues and risks reporting.
- Minimize implementation costs by effectively managing deliverables within the constraints agreed.
- Ensure usage and creation of project learning and good practices by project team.
- Ensure that internal Project Management methodologies, standards, procedures guidelines and tools are applied / incorporated as required.
- Experienced with project management including setting project goals, objectives, establishing roles and responsibilities.
- Managing vendor relationships between implementation projects for the company.
- Managing Electronic / Digital Gadgets.
- Managing 24x7x365 onsite & offshore support model by adhering business critical SLAs.
- Managing outage escalation by ensuring 100% uptime of application, Networking & strictly abiding business critical SLA's. Co-ordination with onsite and offshore teams.
- Managing e-tools like IRIS (Improved Reporting Information System). LMT (Lead Management Tools) and CLIP tool etc.
- Maintaining EDMS (Electronic Document Management System).
- Managing e-tendering system.
- Managing IT Procurement.
- Evaluates new hardware and software to be included in the network infrastructure portfolio.
- Managing and support Audio-Video conferencing.
- Manages the implementation of complex and critical network solutions.
- Network Design & Develop Modeling, Network Performance Planning, IT Network Capacity Planning.
- Establishment of Telecommunications Standards (LAN/WAN/RFID & Cloud).

- Prepare Presentation for internal and external meet/conference.
- Managing IT Asset Management, Webmail, CCTV setup (WAN based), OHP setup, Projectors (digital) setup, Centrex Intercom, GPS Tracking, Web Conferencing (Zoom/Webex/Teams), Time Attendance System (WAN based), WiFi LAN and Multi-media projector.
- Implemented and Integrated, corporate E-Invoicing GST system with IRN and Barcode.
- Experience to working with cloud technologies.
- Antivirus server management and ensuring timely updation on production platform.

CRM Management:

- Successfully implemented SNAP-ON Tools (B2B-Financial data), Lead Management Tool and Improved Reporting Information System (IRIS Dashboard), CLIP tool, BSC (Balance Score Card) for Incentive schemes, PRISM (Practical Improvement In Sales & Marketing), Sales Matrix Index, Parts Matrix Index and Service Matrix Index, Sales –Mothership, Mid Month Review, Month End Plan, Action Plan and Review of Sales related stages from Inquiry to Delivery, Successfully implemented of monitoring DAR (Daily Activity Report), DCR (Daily Call Report) and TAT (Turn Around Time), E-learning catalogues and bulletins of Sales & Service, i-Alert (GPRS) of Tracking Vehicle dispatch Analysis, Lead to Cash and Contact to Service business processes.

Certification and Training:

- Currently preparing for Salesforce Admin Certification.
 - AWS-Admin (Amazon Web Services-Cloudtech).
 - IT Infrastructure Library (ITIL®-Foundation) passed with 92.50% score.
 - Oracle Certified Professional (OCP) passed with 70% score.
 - Diploma in Computer Programming & Applications with 65% (Approved by National Computing Centre, UK)
 - Successfully taken training, installed and implemented SAP Modules like DBM, PP, SD, MM, SAP ECC and Data Migration of Ashok Leyland Ltd across entire state branches of Gujarat.
 - Successfully taken Management, ERP and SAP training from Ashok Leyland Management Centre, Chennai, India.
 - Successfully taken Management, ERP and SAP training from Renault India Pvt Ltd, Management Centre, Chennai, India.
 - Successfully installed, implemented and connected Ashok Leyland and Renault India Pvt Ltd IT Applications.
 - Successfully installed, implemented and connected Kobelco Construction Equipment India ERP Applications.
 - Taken training of E-Tendering System.
 - Successfully taken training on SAP for Pre-Sales, Sales, Post Sales, Parts, Warranty, Service Modules from Ashok Leyland Ltd, Chennai, India.
 - Successfully taken training on SAP for Pre-Sales, Sales, Post Sales, Parts, Warranty, Service Modules from Renault India Pvt Ltd, Chennai, India.
 - Successfully completed SNAP-ON Tools (B2B-Financial data) training at Renault India Pvt Ltd, Mumbai.
 - Successfully taken the training on Lead Management Tool & Improved Reporting Information System (IRIS Dashboard).
 - Successfully taken training of PRISM (Practical Improvement In Sales & Marketing) from Ashok Leyland Ltd, Chennai, India..
 - Successfully taken training of Sales Matrix Index, Parts Matrix Index and Service Matrix Index and Incentive Wising Scheme from Ashok Leyland Ltd, Chennai.
 - Successfully taken training on Management Verticals.
 - I was selected for Special Army Training (Attachments Camp) (NCC) from Gujarat State, India.
 - I have taken hands on training of Salesforce – Admin (Inquiry Till Execution stages), Industry 4.0 training, D365 (Sales CRM, Customer Service, Finance etc), Software Patch updation, E-catalogues and E-Bulletins updation for Sales & Service Division.
 - Remote Desktop Support thru : Team Viewer, Microsoft Teams.
- **Essential Skills and Qualifications:**

ITIL Foundation [2017]

MBA (Master of Business Administration)-Finance

OCP (Oracle Certified Professional)-DBA

MCA (Master of Computer Application)-IT

DCPA (Diploma in Computer Programming & Application (Approved by NCC, UK))

References:

- [1] Mr.Hemant Sharma, Sr.V.P., Harsha Engineers International Ltd, Ahmedabad, Gujarat, india.
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Reason for Leaving : Looking for Better Prospects, Professional Growth, Challenges and Work Opportunity.

Mukeshkumar N. Bhatt

Place :Ahmedabad, Gujarat, India.

Date : / / 2026.