

ASHISH MISHRA

IT Project Coordinator

Seeking an IT Project Coordinator position to leverage extensive experience in IT infrastructure management, service delivery, and technical project leadership. Proven ability to drive successful project outcomes by implementing best practices, collaborating effectively with cross-functional teams, and ensuring timely completion of deliverables within budget and scope. Eager to contribute to the success of a growing organization in the Information Technology industry by leveraging technical expertise, analytical skills, and a passion for delivering exceptional project results.

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PROFESSIONAL SUMMARY

- Managed complex IT infrastructures and service delivery operations for large-scale organizations.
- Led IT infrastructure migrations and service desk transitions, ensuring seamless operations and minimal downtime.
- Implemented ITIL frameworks and best practices to optimize service desk, NOC, and SOC functions.
- Collaborated with vendors and stakeholders to manage IT audits, licensing, and ensure compliance.
- Adept at managing budgets, optimizing resource allocation, and achieving cost savings in IT operations.
- Experienced in leading and mentoring technical teams, fostering collaboration, and driving performance improvement.
- Hold professional certifications: PRINCE2, PMP, ITILv4, demonstrating expertise in project management and IT service management.
- Proven ability to analyze system performance, identify areas for improvement, and implement solutions to enhance efficiency.
- Possess strong communication and interpersonal skills, enabling effective collaboration with cross-functional teams and stakeholders.
- Dedicated to staying abreast of emerging technologies and industry trends to drive innovation and improve IT operations.

TECHNICAL SKILLS

IT Infrastructure Service Desk NOC/SOC ITIL Project Management Vendor Management Incident Management ServiceNow

WORK EXPERIENCE

Regional Manager IT APAC

Woodbridge Foam Pvt Ltd (Pune) (May 2023 - Present)

As Regional IT Manager, responsible for overseeing all aspects of IT service delivery and infrastructure management across the Asia-Pacific region for Woodbridge Foam Pvt Ltd. Played a pivotal role in driving technological advancements and optimizing system performance to align with core business objectives. Successfully collaborated with department directors and staff to define project scope, timelines, and costs, ensuring the effective allocation of budgets and resources.

- Managed and optimized complex IT/OT infrastructure, encompassing system performance assessments and network connectivity enhancements, for field offices across the APAC region.
- Formulated and implemented strategic technology solutions, driving alignment between IT initiatives and business goals to achieve organizational success.
- Provided technical expertise and guidance to field office IT teams on the operation and maintenance of IT/OT networks, ensuring smooth functionality and minimal downtime.
- Defined project scopes, established realistic timelines, and estimated costs, effectively allocating budgets and resources to ensure successful project delivery.
- Evaluated and adopted emerging technologies, staying abreast of industry trends to maintain the organization's competitive edge in technological advancements.

Achievements:

- Spearheaded the successful migration of IT service operations from Manila to Pune, achieving significant cost savings by streamlining operations and optimizing resource allocation.
- Successfully transitioned the Service Desk team from Manila to Pune, overseeing knowledge transfer, setting up a new IT office from scratch, and reducing FTEs by 8 through strategic planning and execution.

IT Service Delivery Manager

Woodbridge Foam Pvt Ltd (Mar 2022 - May 2023)

As IT Service Delivery Manager at Woodbridge Foam Pvt Ltd, spearheaded all facets of IT service delivery and support, ensuring seamless technology operations for a user base exceeding 2,700 employees. Played a critical role in establishing, documenting, and improving IT processes, managing vendor relationships, and optimizing resource allocation to deliver exceptional service within budget constraints. Successfully led a geographically diverse team while fostering a culture of collaboration, knowledge sharing, and continuous improvement.

- Managed IT service desk, NOC, and SOC operations, ensuring adherence to service level agreements (SLAs) and delivering exceptional support to over 2,700 employees.
- Developed and maintained comprehensive technical documentation, ensuring knowledge accessibility and facilitating efficient troubleshooting and problem resolution.
- Oversaw IT asset management, including procurement, licensing, and tracking, to optimize resource utilization and ensure compliance with company policies.
- Led the successful transition of the IT service desk operations from Manila, Philippines to Pune, India, including setting up a new IT office and overseeing knowledge transfer to the newly established team.
- Implemented standardized ITIL-based processes, enhancing service request workflows, incident management protocols, and change management procedures to drive operational efficiency.

Achievements:

- Successfully migrated service desk, NOC, and cybersecurity operations from Manila to Pune, resulting in a streamlined IT infrastructure and reduced operational costs.
- Achieved significant cost savings by strategically reducing 8 FTEs through process optimization, resource allocation, and the transition of operations to a new geographical location.
- Developed and implemented a new ticketing system, streamlining service requests and incident reporting, contributing to improved response times and enhanced user satisfaction.

Infrastructure MANAGEMENT LEAD

CompuCom CSI systems *(Sep 2020 - Mar 2022)*

As Infrastructure Management Lead at CompuCom CSI Systems, provided leadership, technical guidance, and mentorship to a team of 35 IT professionals. Played a critical role in ensuring 24/7 service availability, managing complex technical environments, and implementing process improvements based on ITILv4 best practices. Demonstrated a strong commitment to continuous learning and knowledge sharing, actively contributing to internal knowledge repositories and pursuing advanced certifications to further develop technical skills and expertise.

- Led and mentored a team of 35 IT professionals in a fast-paced, 24/7 Network Operations Center (NOC) environment, ensuring seamless IT service delivery to a diverse client base.
- Successfully managed escalations, prioritized tasks, and allocated resources effectively, leveraging team members' skills and experience to achieve operational excellence and client satisfaction.
- Developed, implemented, and maintained IT process documentation aligned with ITILv4 best practices, collaborating with clients to ensure process clarity, adoption, and continuous improvement.
- Actively contributed technical expertise and problem-solving skills to "CompuCom SME," an internal knowledge-sharing platform, empowering colleagues with troubleshooting guides and facilitating knowledge dissemination.
- Pursued professional development opportunities and obtained industry-recognized certifications, including preparation for the ServiceNow Certified System Administrator (CSA) exam, to enhance expertise in IT service management tools and methodologies.

Achievements:

Successfully managed and optimized a complex international NOC, delivering exceptional service and technical support to clients while meeting stringent performance indicators.

Technical Lead

Infosys Ltd *(Sep 2019 - Sep 2020)*

As Technical Lead at Infosys Ltd, managed a team of 25 IT professionals in a 24/7 Network Operations Center (NOC) environment, providing critical technical support to a major Australian bank. Played a key role in ensuring the smooth operation of IT infrastructure, managing escalations, and collaborating closely with client stakeholders to maintain service levels and resolve technical issues. Successfully navigated a high-pressure environment that demanded strict adherence to processes, compliance regulations, and service level agreements.

- Led a team of 25 technical support specialists within a high-pressure NOC environment for a major Australian bank, ensuring adherence to stringent security protocols and service level agreements.
- Managed incident, problem, and change management processes, utilizing ServiceNow to track, prioritize, and resolve technical issues effectively and efficiently.
- Managed end-to-end recruitment for the technical support team, including sourcing, screening, interviewing, and onboarding new hires, to maintain optimal staffing levels and team expertise.
- Facilitated clear and consistent communication with the client through regular meetings, detailed reports, and prompt escalation management, ensuring client satisfaction and strong stakeholder relationships.
- Monitored team performance, provided regular feedback, and conducted performance reviews, identifying opportunities for improvement and facilitating professional development initiatives for team members.

Achievements:

- Successfully maintained a high level of service delivery and client satisfaction within a demanding financial services environment, adhering to strict regulatory and compliance requirements.
- Implemented new initiatives and process improvements that enhanced team efficiency, reduced incident resolution times, and improved overall service desk performance.

Technical Lead

Infosys Ltd; SPARK NZ, Telecom *(May 2017 - Aug 2019)*

As Technical Lead at Infosys Ltd, responsible for leading and managing a team of 8 individuals while providing technical expertise to SPARK NZ, Telecom. Oversaw the implementation and management of network solutions, ensuring project deliverables aligned with client requirements. Demonstrated a strong understanding of telecommunications technologies, including expertise with Nokia and Juniper network devices and a commitment to continuous learning by pursuing industry-recognized certifications.

- Led and mentored a team of 8 technical professionals, providing guidance, support, and knowledge transfer to ensure project success within a fast-paced telecommunications environment.
- Managed project tasks, tracked progress, and addressed escalations effectively, ensuring timely completion of deliverables and exceeding client expectations.
- Gained hands-on experience with Nokia 7750 and Juniper M40 routers, developing expertise in network configuration, troubleshooting, and performance optimization.
- Utilized industry-standard tools such as Nokia SAM 5620 Client for efficient provisioning and configuration of network elements, demonstrating proficiency in telecommunications network management.
- Expanded technical knowledge base by completing comprehensive training on Cisco Meraki Network Operator (CMNO), enhancing skills in managing and optimizing cloud-based network solutions.

Achievements:

Successfully delivered multiple projects on time and within budget for SPARK NZ, Telecom, contributing to the optimization and modernization of their telecommunications infrastructure.

Technical process specialist

Infosys Ltd; Telstra AU (PUNE) *(Apr 2015 - May 2017)*

As a Technical Process Specialist at Infosys Ltd, supported technical operations for Telstra AU. This role likely involved process analysis, documentation, and improvement initiatives within a technical department, ensuring streamlined workflows and adherence to industry best practices.

Network Administrator

Sakon IT Services Previously Known as GSG Telco (Pune) (Jan 2014 - Feb 2015)

As Network Administrator at Sakon IT Services (formerly GSG Telco), played a key role in managing and maintaining the organization's network infrastructure. This likely involved ensuring network availability, implementing security measures, and troubleshooting network issues to support business operations.

Network Engineer

Zealot IT Solutions (HYDERABAD.) (Jan 2013 - Dec 2013)

As Network Engineer at Zealot IT Solutions, gained valuable experience in designing, implementing, and maintaining network solutions for clients. This role likely involved working with network equipment, configuring network devices, and troubleshooting connectivity issues to meet client requirements.

SME

Seed Infotech (Pune) (Jan 2011 - Dec 2012)

As Subject Matter Expert (SME) at Seed Infotech, leveraged technical expertise to deliver training and guidance in a specific technical domain. Responsibilities likely involved developing and delivering training curricula, mentoring individuals, and staying abreast of industry trends to provide up-to-date knowledge and expertise.

EDUCATION

B.Tech in Computer Science (2006 - 2010)

Dr. A.P.J. Abdul Kalam Technical University

PGDBM - Junior Manager Level Program (JMLP) (2018 - 2019)

Welingkar Institute of Management

CERTIFICATIONS

- **PRINCE2 Foundation** (PeopleCert - 2025)
- **PMP - Project Management Professional** (PMI - 2025)
- **ITILv4 Foundation** (Axelos - 2020)
- **Certified Network Security Specialist (CNSS)** (ICSI)
- **CCNA Routing & Switching** (Cisco)

PROJECTS

IT Service Desk Transition (Manila to Pune)

- Successfully migrated the IT Service Desk, Network Operations Center (NOC), and Cybersecurity operations from Manila to Pune, ensuring seamless service continuity and minimal disruption to business operations.
- Implemented a new, state-of-the-art ticketing system, streamlining service requests, incident management, and issue resolution processes.
- Successfully reduced ticket resolution time by 15% through process optimization and the implementation of new technologies, contributing to an overall improvement in IT service delivery efficiency and end-user satisfaction during the project.

Office IT Infrastructure Migration

- Successfully migrated over 350 network nodes, servers, and VPN configurations as part of a large-scale office relocation project, ensuring a seamless transition of critical IT infrastructure.
- Achieved 100% uptime and prevented any data loss throughout the entire migration process, demonstrating a strong understanding of IT infrastructure best practices.

SKILLS

Core Competencies: IT Service Delivery Management, IT Infrastructure Optimization, Project Management & Coordination, Stakeholder Collaboration & Communication, Process Improvement & ITIL Implementation

Soft Skills: Communication, Collaboration, Problem Solving, Adaptability, Time Management, Leadership, Teamwork, Organization, Detail-Oriented, Process Improvement

HOBBIES

Cooking, Technology, Travel

LANGUAGES

English, Hindi, Marathi