

Kaiser Shaikh

Sr. Manager IT – Operations

IT Service & Transition

Data Center Management

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SUMMARY

Strengthening business processes through strategic technology planning, enterprise roadmap and providing strategic direction on technology and technical architecture, designing, selecting, evaluating and implementing solutions.

22+ years of experience in IT Industry with more than 15 years of experience in Pharmaceutical Industry with stringent validation controls for Servers, Workstations and Applications.



EXPERIENCE

Jan'94-Dec'96 with
Hindustan Office Products
Limited

Nov'98-Mar'01 with Zenith
Computer Ltd.

Jul'07-Till Date with Watson
Pharma Pvt. Ltd. – Teva
Pharmaceuticals Group
Company

Apr'97-Nov'98 with Green
Rose Computer Services Pvt.
Ltd.

Apr'01-Jul'07 with Lauren
Information Technology Pvt.
Ltd.

July 2007 – Current,

Senior Manager – IT Operations and Service Desk.

**Watson Pharma Pvt. Ltd – Group Company – of Teva
Pharmaceuticals.**

- ✦ Handle Onsite Team and Vendor Management.
- ✦ Escalated Calls Handling and
- ✦ Budgeting, IT Expansion, Project Management.
- ✦ Short Term and Long-Term Goal Setting.
- ✦ IT Risk Assessment, Remediation and Mitigation.
- ✦ Updating Stakeholders - Progress of Projects.
- ✦ OnPrem to Co-Loc Data Center Migration.
- ✦ Physical to Virtual Server Migrations.
- ✦ IT Integrations during takeovers and divestments.
- ✦ Data Migrations across locations for Office moves.



Apr 2001 – July 2007,

Senior Systems Administrator – IT Server Deployments.

Lauren Information Technologies Pvt. Ltd.

- ✦ Server deployment at Vendor Premises.
- ✦ On-Site Sr. Support Engineer – DHL.



NOTICE PERIOD : 30 Days



EDUCATION

- ✎ Masters in Information Management – '14 – '17
K J Somaiya Institute of Management and Research,
Mumbai University.
- ✎ Bachelors Degree in Computer Applications – '08 – '11
Manipal University, Sikkim.
- ✎ Diploma in Industrial Electronics – '88 – '91
M H Saboo Siddik Polytechnic, BTE Maha - Mumbai.
- ✎ Secondary Schooling – '77 – '87
Rev C. F. Andrews High School - Mumbai.



CERTIFICATIONS

- ✎ MCP – Microsoft Certified Professional (1998).
- ✎ CCNA – [Cisco Networking Certification](#) (1996).
- ✎ LCA – [LANDesk Administrator](#) – (2002).
- ✎ ITIL – [ITIL Foundation Certification](#). (2019)
- ✎ UDEMY – [Android KOTLIN Program Dev](#). (2023).
- ✎ UDEMY – [React, EJS, Responsive Web](#). (2023).
- ✎ UDEMY - [Git & GitHub Management](#). (2023).
- ✎ UDEMY – [PROMPT Engineering \(ChatGPT\)](#). (2023).



SKILLS

- ⦿ Operations Excellence
- ⦿ IT Budget, Projects Management
- ⦿ IT Infrastructure Management
- ⦿ IT Service and Transition Support
- ⦿ IT Remote and On-Site Service Desk Support
- ⦿ IT Vendor Management & SLA Reviews
- ⦿ Stakeholder Management & Review Meetings