PRAGNESH PANDYA

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Professional Summary

Result oriented IT Executive with 19+ years of qualitative Global Delivery experience & Proven expertise in IT Operations & Infrastructure, Application Development, Process Improvement & Program Management with a growth-oriented organization and serving as the catalyst for achieving revenue objectives. Most competent in IT Service Delivery, Transformation Projects, Resource Management, Vendor Management, Digitization and Automation, BCP/DR, Contract Negotiation for IT Services.

As a leader with over 19 years of experience, I believe in building a robust collaborative environment and empowering skilled team members to carry out their roles and responsibilities effectively while delivering timely and cost-effective results that align with business needs.

Top Skills

- IT Service Delivery
- IT Risk Management
- Strategic Planning
- Client Relationship Building
- Leadership Skills
- Digital Transformation
- Process Improvement
- Business Continuity & Disaster Recovery
- Cloud & Virtualization Management
- Network Management
- Agile Project Management
- ERP Implementations
- Solving Complex Problems
- Operations monitoring
- Vendor Management
- AI Implementation

Work History

Global IT Director   **01/2023-Present**

Amphenol Canada Corp.

- Provide leadership and strategic vision for developing, implementing, and project-managing business solutions across global locations.
- Accountable for overseeing all aspects of the organization's IT infrastructure, operations, Cyber security, governance, risk management, staffing, ERP, and compliance. The focus centers on implementing a robust framework that ensures effective governance, risk mitigation, and compliance.
- Manage IT operations and infrastructure for multiple locations across North America & globally.
- Lead the implementation of ERP & factory automation projects across all locations.
- Ensure compliance with NIST 800-171 to meet government security standards.
- Develop and manage IT budget for multiple locations.
- Lead and mentor IT teams across the organization. Develop and implement cost-effective solutions to meet business needs. Collaborate with cross-functional teams to support business initiatives.

- Provide strategic guidance to align IT goals with organizational objectives. Ensure high availability and reliability of IT systems and services.

Leadership

Developed the Information Technology vision, strategy, and budget as a member of the Leadership team, ensuring alignment with Amphenol's business goals and needs.

Director IT Operations   01/2022 to 01/2023

Gateway Services Inc

- Analyzed department and job-related functionality requirements to align technology priorities with business needs.
- Developed and implemented technical application support and information technology policies and procedures that advanced investment needs, outcomes, and performance measurements to balance continuous innovation with responsible risk-taking.
- Fostered a positive working environment that encouraged innovation, collaboration and accountability and managed end-user needs with functional and security responsibilities.
- Developed and maintained service level agreements for strategic applications and measured performance against objectives.
- Implemented, created, and tested disaster recovery and business continuity plans and maintained an appropriate back-up system.
- Developed and maintained incident response protocols to mitigate damage and liability during security breaches.
- Created cybersecurity best practice communications to educate staff against known threats and potential vectors of attack.

Regional IT, Manager   06/2018 to 01/2022

Weir Group Inc

- Manage Regional IT Budget > 5 million and all CAPEX and OPEX
- Manage staffing - Conduct performance reviews, salary adjustments, coach, and mentor staff to aid in their personal career development.
- Execute Monthly IT Steering Committee with key stakeholders.
- Manage all IT projects from inception to closing, utilizing agile methodology.
- Delivered feedback to decision-makers regarding employee performance and training needs.
- Controlled costs and optimized spending via restructuring of budgets for labor, capital assets, inventory purchasing and technology upgrades.
- Expanded cross-functional organizational capacity by collaborating across departments on priorities, functions, and common goals.
- Manage organizational IT policies and operating procedures, ensure strict adherence.
- Design and implement strategic disaster recovery and business continuity plans.
- Actively pursuing digital transformation initiatives to improve organizational functions.

IT Manager   12/2012 to 06/2018

Weir Minerals Inc

- Managed team of 10, supporting Helpdesk, Infrastructure, Network, & Business Systems
- Project Managed several implementations for SAP, Office 365, SharePoint, SCCM, SCSM, MPLS networks, Cisco SD WAN, MS Exchange etc.
- Reviewed and assessed architecture design, implementation, testing and deployment needs to identify project requirements and costs.
- Oversee operating and administrative activities of IT department.
- Managed Virtual (VMware) environment.
- Managed Infrastructure – Complex WAN, MPLS Connectivity, Office365, Data Centre
- Maintained servers and systems to keep networks fully operational during peak periods.

Senior Network Administrator   01/2009 to 01/2012

IBM Canada Ltd

- Managed infrastructure to support core software technologies.
- Managed Cisco devices, VPN network and IP telephony, Monitor day to day performance.
- Supported LAN and WAN, database and systems backup, and network security.
- Participated in evaluation of business requirements and modelling.
- Created system, technical and product standards, and procedures.
- Coordinate upgrades and rollouts of hardware and software.
- Provide technical support to B2B clients using Ticketing tools like Remedy, Manage-Engine

Network Analyst   01/2002 to 01/2009

Soft Path Systems Inc – New York, NY

- Project managed and provided onsite support for installation and configuration of secure LAN's, WAN's, VPN's worldwide to locations such as Belgium, Mexico, England, Germany, and North America
- Architected and implemented Citrix Server Farms servicing Oracle ERP application.
- Provided end user support for 15+ remote locations.
- Implemented helpdesk software for managing tickets, asset tracking and service calls.
- Responsible for training new staff and creating internal IT documentation.

Education

Bachelor: E-Commerce & IT Application   11/1999

IBM - India

Bachelor of Commerce   06/1999

M S University – India

Certifications

- Lean Green Belt Certified- EZ Sigma

- Project Management Professional (PMP)
- Cisco Certified Network Professional (CCNP)
- (MCSE+I) - Microsoft Certified Systems Engineer
- Certified ServiceNow System Administrator
- Microsoft Azure Fundamentals
- Configuring, managing, and troubleshooting Microsoft Exchange Server 2010 SP 2 (m10135)
- VMware Professional 6.5 Certified VCP6.5

Accomplishments

- Implementation of Ransomware Protection (RC Bull wall) Regionwide,
- Implement Cyber security Training (EDApp/ Ninjio, KnowBe4)
- ServiceNow migration from SCSM platform
- Several Infrastructure Upgrades (MPLS / IWAN / SDWAN / VOIP/ Cisco Meraki)
- SAP Implementation (IT Implementation Team – Supporting Major Gaps & Issues)
- ERP Upgrades & Implementations (AS 400 / Infor M3, SAP, QAD)
- Office 365/ M365 license management
- Microsoft SCCM (System Centre Configuration Manager) Rollout
- Desktop Modernization (AV Rollout / Office 365 / Data Encryption / Zero Touch Image)- Intune
- Azure cloud design implementation and migration from On-Prem.
- Create & implement IT Transformation plan to support business growth.