

Vikrant Potdar

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Date of Birth: October 30, 1976
Marital Status: Married

IT Manager for any Industry/Sector

Key Skills: MCSE, CCNA, Windows 2000, Windows NT4.0, SQL Administration, CRM Softwares.

Job Objective: Technology Co-ordinator

Total Years of Experience: 15+ years

Current Location: Changsha, Hunan Province, China

Location Preference: Anywhere

Education

- Bachelors in Computer Applications.

Other Qualification(s)/ Certification(s)/ Programme(s) Attended

- MCSE.
- CCNA.
- MCSE+I.

Summary of Skills and Experience

Apart from the regular IT requirements for day to day business, I also take active participation in the Business side, creating avenues and support functional to the revenue side of the business. Technology with creativity brings amazing results is my belief. Keeping abreast with latest happenings in the field of technology. Have finished training for TEFL.

Aug 2016 – Till Now: At Changsha WES Academy, I have implemented the Microsoft Education Program, and now we have moved to a learning management system, where we are moving on to digitizing the entire teaching structure on a platform based on Moodle. I have been actively involved in choosing the LMS and implementation, I also have a 20% teaching load for the A and AS level students.

My role at Changsha WES academy is not limited to being just a technology co-ordinator, but also participating in other departments like marketing, administration and helping the school to create a web identity (website and social presence).

I have co-ordinated shows with the teaching staff, help create a yearbook for the school, design the school calendar and other marketing materials.

Volunteering for Technology at WES Academy, Changsha, for their technical needs (viz., seamless wireless, server support)

Small projects likes creating microsites for Earth Hour, Creating AV's for school for their winter concert, education seminars, Parent Volunteer Organisation. Have done After School Activities with students to teach them to create blogs, and photo and video editing.

Previous Experience

Three Screen Solutions Pvt. Ltd.– Dec 2013-Aug-2016 (www.ticktplease.com)

Job Profile- Vice President Technology

Strategy, solutions, projects, integration, applications, customer IT relationships, vendor management and infrastructure Planning, budgeting, monitoring and control Implementation of IT infrastructure, office, web, mobile, datacenter, contact center.

- Works with the Executive Management team to define the corporate e-commerce strategy
- Analyzes and assesses the effectiveness of all existing operations and current needs based on new technology and market competition
- Works with the Business Units to improve, develop and advocate new promotional opportunities for TicketPlease's products and services
- Develops business plan and annual budget for e-commerce function. Supervises development efforts including content design and update
- Acts as a liaison between IS department and outside vendors for development and maintenance of the web site
- Oversees the day-to-day e-commerce operations, maintenance, and performance measurement of the company web site (internet and intranet.)
- Directly supervises one employee, E-Commerce Content Editor, in the Marketing Department
- Carries out supervisory responsibilities in accordance with the TicketPlease's policies including planning, assigning, and directing work; appraising performance under TicketPlease & its associates Rewards Program; rewarding and disciplining employees; and addressing complaints and resolving problems.
- Currently architecting a new website for ticketplease and a leading multiplex chain with complete end to end ticketing and admin module with indepth analytics and Business intelligence.

Reliance Media Works Ltd. (Big Cinemas) Jan 2013 – Dec 2013

Job Profile- Head Technology

Knowledge and best practices of Project Management Methodology like Project Integration, Scope management, Time Management, Cost Management, Quality Management, Procurement Management, Professional Responsibility & Ethics

Strong management and leadership skills, with ability to motivate team members and maximize the levels of productivity

Proficient in handling IT Logistic, accounting pertaining to IT Division, Vendor Management, IT Financial and other back office activities of IT.

ACHIEVEMENTS:

- Successfully, developed a solution to replace the existing display systems saving annually 4 Lakhs for the company.
- Developed a solution to do a bifurcated pricing for weekday and weekend increasing the revenue by nearly 50000/- per weekend, per cinema.(increasing SPH by 3Rs)
- Aggregation and integration with various banks and vendors for increase in marketing sales.
- Using the new display system, created additional branding space for marketing and sales to add VAS.

Basic Job Description

- Plan, design, manage and ensuring timely completions of IT-setups at all cinemas and office's (PAN India) including VISTA Application (Point of Sale software).
- Handle IT-Operations PAN India.
- Manage The Value Added Services (VAS) across all channels (Web, IVR, WAP & Third party integration for BIG cinemas.)
- Plan, design and manage the entire Digital Signage on LCD's at all the cinemas of RMW in India.
- SPOC between Reliance-Media Works and ADAG Group IT for implementing Group activities pertaining to IT.
- Prepare and obtain approvals for IT Revenue, Capital and Manpower budgets, Handle the entire budgeting exercise and also responsible for monitoring and optimizing the IT Spend.
- Manage Voice and Data solution for all Cinemas and office's of Reliance Media Works in India.
- Handle IT logistic and IT back office - PAN India.
- Manage the overall IT Service delivery, SLA compliance by vendors and ensuring good levels of service for all end users, customers, partners including end user training.
- Manage SAP MM Module as a function for IT.
- Manage the C.R.M.(Microsoft Dynamic) at BIG Cinemas. Implemented Maia Business Intelligence Tool over CRM to extract MIS.
- Design and implement various processes and methodology in the IT team of Reliance Media Works
- Design work flows's and implement department specific applications.
- Finalize Vendors and Coordinate with department like SCD (Supply Chain Division) for timely delivery of IT Material at locations, Payments of Vendor, Others Supply Chain related queries and Document management's required for Payments and bill clearance, with accounts Team for Payment and addressing bills related queries of Vendors
- Coordinate with Projects for IT-Setups, guideline for Network cabling, Server room Locations, other Setup related queries, IT Prerequisites
- Manage Recruitment agencies for FM Services and appointing FM Engineers Pan India.
- Vendor Management both pre and post Setups.
- Conducting Quarterly IT Audit's in IT team.
- Responsible for the smooth functioning of IT activities within Cinema division.
- Providing quick solutions for OS and other standard application software

Madison India – MOMS Outdoor Media Services March 2010 – Jan 2013

Job Profile- Gen. Manager Technology

Responsible for short and long term planning, implementation and day-to-day operations of all business center's technology components, processes and related areas. I ensure the professional and effective running of the day-to-day technology operation in accordance with all Brand Service, Global and Divisional Technology Standards and in line with Madison Policies and Procedures. I recommend budget and manage expenses/margins within approved budget constraints. Also providing innovative technology solutions to clients and internal teams to ensure effective usage of time and effort.

Achievements

- Creating a completely new look and feel to the presentations made for client pitch using Google earth and maps for inventory location.
- Done a monitoring activity for IPL (Volkswagen) for pre/post match data. Revenue: 5 lakhs
- Did a live Internet project for Marico for world heart day where in a roadshow was live telecast for the event " Happy Birthday Heart". Without incurring any cost and a completely in-house solution. Revenue : 2 Lakhs
- For BTL activities did live coverage of vehicles in remote parts of India. Viewable directly on the mobile and laptop. Revenue: 3.5 Lakhs

- Did an augmented reality BTL activity for Cadbury in mall. Revenue: 8 Lakhs
- Did a talking mirror activity for Godrej nupur mehendi. Revenue: 2 Lakhs

The above mentioned revenues are exclusive for the technology run activity

ESSENTIAL FUNCTIONS

- Co-ordinate all activities, operations and running of Information Technology - whilst actively displaying a proactive and communicative leadership style.
- Together with direct reports, take a leading role in positively supporting the operation of the Madison, reinforcing a customer focused approach to Madison operations at all times while supporting all corporate technology requirements and initiatives as appropriate.
- Manage and motivate any subordinate staff to achieve high levels of job satisfaction and productivity. Provide for the professional development and training of personnel that report to this position.
- Maintain clear communication and information exchange between headoffice and area/regional staff to ensure optimum sharing of technology issues and solutions.
- Provide clear leadership for high quality of technology service to all departments in the Business Center operation while actively managing service level agreements with external technology suppliers.
- Support Corporate, Divisional and Regional technology projects and requirements.
- Maintain, implement and adhere to all company standard policies, systems and procedures relating to technology operations, including active capital and expense budget planning and systems contingency planning.
- Provide clear project and change management programs, schedules and communications as required for all system changes.
- Ensure quality of data is maintained with all systems including ensuring all systems are properly backed-up as standards require.
- Ensure all security, data-protection and data-privacy requirements are met to the best level possible.
- Ensure smooth technology operations for all associates and assist in ensuring all guest-facing technologies meet service level agreements with external suppliers.
- Actively participate in the annual budget planning process.
- Ensure effective channels of data and voice telecommunications are in place maximizing the opportunities of distributing information available - and encouraging ideas and participation from all team members, through participation in team briefings, daily morning meetings and daily operations meetings.
- Resource and co-ordinate effective training to enable all staff to carry out their use of technology systems to a high degree of effectiveness.
- Provide 24x7 on-call duties as required.

SUPPORTIVE FUNCTIONS

- Support process improvement initiatives aligned with business goals and objectives, maintaining close liaison and support for teams.
- Support the site Fire and Emergency Team as required.
- Actively participate in company approved Community Service Initiatives.

Highly accomplished and focused senior executive with 9+ years of experience in domestic, regional and international business environments. Proven expertise in identifying business needs and building reliable solutions. Skilled at managing applications and IT infrastructures, successful leadership of transnational teams and managing global projects. Proven capability to manage global budget and to negotiate with vendors and suppliers

Working with business leaders to find strategic solutions to increase competitiveness;
Experience leading large scale global projects;
Dealing with regulatory compliance issues at the operational level

Developing and managing large OPEX and CAPEX budgets
Negotiation and management of vendor contracts for all aspects of IT services;
Coaching teams to achieve peak performance. Ability to manage transnational teams
across geographic regions.

PVR Pictures Ltd. June 2008- Feb 2010

Job Profile: Managing and maintaining the company network spread over INDIA, with
procurement, vendor management, software development and IT procurement.

with new SOP and policies building

Cinema Distribution and back end operations

Understand cinema promotions

Building VAS around the mainframe income architecture

Support to the management in terms of technology

Technology enhancement and training users to put technology to best available use

Technology Strategy & Execution

Technology Budgeting

Vendor management

Application/Infrastructure support

Enterprise IT Systems & Applications

Internet/Intranet

Groupware/Mail

Security/Disaster planning

Team Building and Leadership

Training/Mentoring

Program & Project Management

Network/Application Security

FAME Cinemas (Shringar Cinemas Ltd.) Jan 2005 – July 2008

Job Profile: Heading the Technology department for the entire shringar group.

managing the infrastructure for their 13 Multiplex across India.

making policies and procedures, man management.

managing daily day to day operations at the sites.

implementing new projects. Enhancing the existing infrastructure. Procurement and
building secure and stable network environment, managing the connectivity from all the
locations leased lines, mail server, website.

Cinema Exhibition and back end operations

Understand cinema promotions

Building VAS around the mainframe income architecture

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Technology Budgeting

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Groupware/Mail

Security/Disaster planning

Team Building and Leadership

Training/Mentoring

Program & Project Management

Network/Application Security

Wave Cinemas October 2003 - December 2004

Job Profile: We are a chain of multiplexes with multiple establishments like restaurant, night clubs, cinemas, and mall operations. Managing the complete ERP, MIS, and all the networking and IT requirements of the company

Achievements: Establishment of Wave Cinemas Lucknow, Elevate Entertainment (a night club), The Taste Of India a food court, complete designing and implementation of the Networking and IT infrastructure, Managing E-business for Enterprise solutions, creating the MIS and all reports for projects and accounting purpose.

INOX Leisure Ltd. September 2002 - October 2003

Job Profile: Ticketing and concessions Sale , Technical support for the Point of Sale, Accounting, tax reports, Standard Operating Procedures, SQL Administration for the Ticketing/Accounts/and concessions Database, Running of a take away Joint Fast food, systems and procedures

Achievements: Mail server for, 30 Mail users based on Linux, Ticketing database administration/Backup/Installation, Successful running of 15 POS without interruption of a single Minute, Implementation of Replication to the head office with support from the vendors.

In2cable (India) Ltd. Sep 1999 - August 2002

Job Profile: Network Operation Centre Executive, Customer support, call management, maintenance

IT Skills

Skill Type	Skill Name	Proficiency	Last Used	Years of Experience
DATABASE	SQL	proficient	2004	2
DATABASE	Administration SQL 2000	proficient	2003	1
LANGUAGE	Foxpro, C	beginner	1999	1
NETWORK	NT4.0, 2000, Linux	expert	2004	4
OS	Windows 2000, Linux, Windows NT 4.0	expert	2004	4
SERVER	Windows 2000 2000	expert	2004	4
TOOLS	Vista Ticketing 1.0.8 Sp1	expert	2004	3