AJAY BHATNAGAR

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Executive Profile:

Strategic IT Project Manager with 21+ years of global experience driving complex, cross-functional initiatives across infrastructure, compliance, and service delivery domains. Proven expertise in project planning, stakeholder alignment, resource optimization, and cost control—consistently delivering high-quality outcomes on time and within budget.

Demonstrated success in account governance, security compliance, and risk management, with hands-on proficiency in regulatory frameworks including ISAE 3402, ISO 27001:2013, KCO, PAR, and corporate audit standards. Adept at orchestrating governance structures and leading outsourcing engagements with precision and transparency.

Highly skilled in leveraging enterprise-grade tools—Microsoft Project (MPP), Trello, Azure DevOps, Power BI, and Excel—to build dynamic dashboards, track KPIs, and enable data-driven decision-making. Recognized for elevating IT service operations and embedding audit-readiness into every phase of delivery.

PROFESSIONAL EXPERIENCE

KYNDRYL SOLUTION PVT. LTD. - **PROJECT MANAGER**
SEPTEMBER '21 – TILL DATE

- Coordinated global delivery teams across 3+ regions, ensuring 100% on-time and on-budget delivery for high-impact projects by aligning cross-functional stakeholders, tracking milestones, and proactively mitigating risks and issues.
- Instituted governance frameworks that improved decision-making efficiency by 40%, facilitating over 100 structured stakeholder meetings (weekly, bi-weekly, monthly) to drive alignment, resolve blockers, and support strategic planning.
- Prepared and maintained comprehensive project documentation, including risk registers, issue trackers, cost-control dashboards, and resource plans—achieving 100% audit-readiness and improving project transparency and traceability.
- Leveraged enterprise-grade tools (Excel, PowerPoint, Word, IPWC, Trello, Azure DevOps, Power BI) to build real-time dashboards and reports, reducing manual reporting effort by 50% and enabling data-driven decisions across project lifecycles.
- Ensured full compliance with security and audit standards, collaborating with global clients' Security, Audit, and Risk Management (SARM) teams. Successfully passed all internal and external audits with zero non-conformities across multiple engagements.

IBM INDIA - **COMPLIANCE LEAD/VMWARE-SME**
APRIL '14 – AUGUST '21

- Managed Customer Security Documentation (CSD) across 12 global accounts, designing and implementing compliance frameworks aligned with ISO 27001:2013, KCO, PAR, and corporate audit standards. Achieved 100% compliance across all accounts, maintained audit-ready posture, and proactively mitigated risk exposure.
- Delivered targeted training programs covering both technical and non-technical curricula, empowering cross-functional teams with enhanced operational knowledge. Enabled 99% resolution rate in incident, change, and problem tickets through improved team capability and process adherence.
- Led an 11-month asset management initiative, overseeing end-to-end planning, execution, and governance. Strategically consolidated and maintained critical assets, eliminating redundancies and closing tracking gaps. Achieved a 65–75% increase in project revenue through enhanced utilization, cost control, and operational efficiency.
- Served as VMware Subject Matter Expert within IBM's technical team, providing expert-level troubleshooting, architectural guidance, and design oversight for VMware infrastructure. Acted as a trusted escalation point, resolving complex issues and ensuring platform stability across enterprise environments.

HCL TECHNOLOGIES - **TECHNICAL SPECIALIST**
SEPTEMBER '13 – MARCH '14

- Managed global data center operations across 7 locations, ensuring 99.99% infrastructure uptime and full service-level compliance to support uninterrupted global business continuity. Streamlined monitoring and performance protocols, reducing incident response time by 40%.
- Led deployment and resolution of infrastructure issues, provisioning over 250 virtual and physical servers across business units. Delivered a 30% improvement in provisioning speed and reduced hardware-related downtime by 45% through expert troubleshooting of HP c7000 enclosures and HP ML, DL, and BL server series.

ACCENTURE SERVICES PVT. LTD., INDIA - **VMWARE ADMIN**
AUGUST '10 – AUGUST '13

- Orchestrated vBlock and Flexpod deployments across multiple client infrastructures, completing 100% of implementations on time and within scope. Ensured full alignment with design specifications, reducing post-deployment issues by 35%.
- Administered enterprise-scale server environments, managing 50+ ESXi hypervisors and 1,500+ Windows servers, including 500+ HP servers across 14 HP c7000 blade chassis. Achieved 99.98% uptime and reduced hardware failure incidents by 40% through proactive monitoring and maintenance.
- Executed virtual and physical infrastructure rollouts, provisioning over 300 machines and overseeing DNS, DHCP, and Windows Cluster upgrades. Improved provisioning speed by 30% and enhanced system reliability for critical business services.
- Enhanced customer satisfaction and service quality, driving a 25% improvement in support response time and achieving a 4.8/5 average customer satisfaction score. Developed process improvement initiatives that reduced repeat incidents by 20%.
- Delivered technical solutions for infrastructure projects, implementing virtualization, network configuration, and system integration deliverables. Accelerated project delivery timelines by 20% and improved cross-team collaboration through standardized deployment practices.

HP INDIA - **HP ENGINEER**

FEBRURARY '09 – JUNE '10

- Delivered on-site infrastructure support for enterprise clients, resolving 95% of hardware issues within SLA and maintaining 99.9% uptime across critical systems.
- Installed and troubleshot 200+ HP ProLiant DL, ML, and BL series servers and MSA storage arrays, ensuring optimal performance and minimal downtime.
- Implemented and configured HP Insight Control Environment (ICE) and HP System Insight Manager, reducing system monitoring time by 40% and enabling proactive issue detection.
- Conducted hands-on training for HP Remote Support Pack, upskilling 30+ support engineers and improving first-time resolution rates by 25%.
- Supported Genpact's strategic infrastructure, earning client commendation for consistent service excellence and contributing to a 15% increase in customer satisfaction scores.

TEAMLEASE SERVICE PVT. LTD - **ASSOCIATE**
DECEMBER '05 – JANUARY '09

- Spearheaded nationwide deployment of HP Instant Support Enterprise Edition (ISEE) across 100+ enterprise sites, enabling real-time remote monitoring and automated incident reporting.
- Trained and enabled over 150 HP On Site and Partner engineers, accelerating ISEE adoption and reducing average incident resolution time by 35%.
- Collaborated with cross-functional teams to define deployment strategy and resource scheduling, achieving 100% on-time activation across client environments.
- Delivered pre-sales technical presentations to enterprise clients, securing buy-in and contributing to a 20% increase in ISEE adoption across key accounts.

RT OUTSOURCING PVT. LTD. - **ENGINEER**
APRIL '04 – NOVEMBER '05

- Designed and developed internal web portals using Dreamweaver, ASP, JavaScript, MS Access 2003, and SQL Server 2000, improving internal process visibility and reducing manual reporting by 50%.
- Led technical BPO operations, generating Business Fundamentals Tables (BFT) and performance metric reports that informed KRA assessments for 10+ business units.
- Streamlined operational workflows, reducing manual effort by 30% and improving service delivery turnaround time by 20%.
- Resolved 98% of customer technical and security queries related to HP e-tools (ITRC, ISPE), enhancing user satisfaction and system reliability.

EDUCATION

MAY 2009
MASTER OF BUSINESS ADMINISTRATION, SIKKIM MANIPAL UNIVERSITY

SEPTEMBER 2001
B.A, SAMPURNANAND SANSKRIT UNIVERSITY

NOVEMBER 1998
SENIOR SECONDARY, NATIONAL OPEN SCHOOL

MARCH 1993

MATRICULATION, BOARD OF SCHOOL EDUCATION, HARYANA

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- **Project Management Professional (PMP®)** – Certified by the Project Management Institute (PMI), demonstrating expertise in leading and directing projects across diverse industries.
- **PRINCE2® Foundation & Practitioner** – Certified in the PRINCE2® methodology, a structured project management approach emphasizing dividing projects into manageable and controllable stages.
- **Azure Solutions Architect Expert** – Certified in designing and implementing solutions on Microsoft Azure, showcasing proficiency in cloud architecture and services.
- **VMware Certified Professional (VCP)** – Demonstrates technical competency in managing VMware vSphere and related technologies, focusing on installation, configuration, and optimization of virtualized environments.
- **ITIL® v3 Foundation** – Certified in ITIL® v3, providing a framework of best practices for IT service management, aligning IT services with the needs of the business.
- **Microsoft Certified Professional (MCP)** – Previously certified, demonstrating foundational knowledge in Microsoft technologies. Note: MCP certifications were retired as of June 30, 2020, in favor of role-based certifications.
- **ISO/IEC 27001:2013 Lead Auditor** – Completed training with Advance Innovation Group, specializing in auditing information security management systems.
- **DOEACC 'O' Level** – Certified in basic computer applications, covering fundamental IT skills and knowledge.
- **Advanced Diploma in Software** Engineering – Completed through Aptech, focusing on software development methodologies and programming languages.
- **HP Certified Server Engineer** – Certified in the installation, configuration, and maintenance of HP server hardware and software.

ACTIVITIES & ACHIEVEMENTS

- **Delivered Azure migration and data center transition projects** for global clients, executing full lifecycle planning—from assessment and strategy through cloud migration and physical data center relocation—ensuring minimal downtime and operational continuity.
- **Earned client accolades and performance awards** in recognition of consistently meeting or exceeding project delivery timelines and receiving praise from global stakeholders.
- **Led multiple SARM (Security, Audit, and Risk Management) initiatives** at IBM, deploying compliance-focused solutions aligned with audit requirements and risk mitigation frameworks.
- **Steered automation and asset management programs** at IBM, improving asset visibility and driving operational efficiency through process automation.
- **Delivered training programs on HP server technologies and HP-SIM**, equipping HP On-Site Engineers and Partner teams with practical knowledge to enhance hardware monitoring and support.
- **Recognized by HP for exceptional support to Genpact**, receiving formal awards for elevated customer service and technical reliability.
- **Responsible for internal web portal development** for HP, contributing to improved operational visibility and access to critical tools.