

240+

RETAIL LOCATIONS

500+

ENTERPRISE USERS

98.5%

SLA ACHIEVED

30%

COST REDUCED

3

M&A INTEGRATIONS

EXECUTIVE SUMMARY

Head of IT with **20+ years** in enterprise technology — including 16 years as sole IT leader for the India business of a global hearing-care retail MNC, reporting directly to the Country Head. Owns the full technology mandate across 240+ retail locations and 125+ corporate/SD-WAN sites: infrastructure, network, cybersecurity, enterprise applications, IT governance, and multi-site operations. Led Azure microservices modernization (with Deloitte) at zero unplanned downtime, deployed country-wide SD-WAN, and integrated three acquisitions onto a single core platform. Runs a deliberately lean, high-leverage IT function with strong vendor governance and cost discipline — sustaining ~15% year-on-year IT savings — and adopts AI and decision-intelligence responsibly and ROI-first, recognised as **Emerging Data & Leader of the Year** at the Data & GenAI Summit & Awards 2026.

CORE COMPETENCIES

LEADERSHIP & STRATEGY

IT Strategy & Governance · Digital Transformation · Technology Roadmap · IT Operations Management · Multi-Site Management · Stakeholder Engagement

SECURITY & SERVICE

Cybersecurity & Risk · Endpoint Security (EDR) · Zero-Trust / SASE · BCP & Disaster Recovery · ITSM (ITIL · ServiceNow) · Incident, Problem & Change Management

CLOUD & INFRASTRUCTURE

Microsoft Azure (Cloud Migration) · Cloud Strategy · Enterprise Architecture · Infrastructure & Network Management · Virtualization (VMware) · SD-WAN (Cisco Meraki)

GOVERNANCE, DATA & AI

Vendor Governance · Cloud Cost Optimization (FinOps) · IT Budgeting · M&A Integration · Power BI & Decision Intelligence · Data Governance · Responsible AI Adoption

Azure

.NET Core

Angular

Azure SQL

VMware

Cisco Meraki

ServiceNow

Jira

Power BI

Zscaler

SentinelOne

HCL BigFix

Microsoft 365

Active Directory

Windows Server

SQL

PROFESSIONAL EXPERIENCE

India Head of IT

Feb 2010 – Present

Amplifon India Pvt. Ltd. · Gurgaon / NCR · Reporting to the Country Head

Leadership Scope: Full accountability for India IT across **240+ retail locations** and 125+ corporate/SD-WAN sites, **500+ users**, and an annual IT budget in the **₹5–15 Cr** range — leading an in-house IT and development team alongside a governed ecosystem of strategic vendors and systems integrators (including Deloitte). Operates within the Amplifon Group's global IT governance — partnering with Group and APAC IT leadership to implement centralized network and security standards locally.

Head of IT — 2018 – Present

- Global & APAC IT governance:** Present India IT projects and annual budget planning at the APAC IT forum with the Group CIO and Group IT Directors — implementing and coordinating centralized network and security solutions in line with worldwide standards, adapted for effective local execution.
- Led end-to-end modernization of the enterprise application estate — re-architecting a legacy monolith into an **Azure-hosted microservices platform** (.NET Core, Angular, Azure SQL) with Deloitte as systems integrator. Owned the program from enterprise-architecture and UAT through phased rollout across 240+ live locations, delivering **zero unplanned downtime** during cutover.
- Deployed **Cisco Meraki SD-WAN** across 125+ sites, standardizing country-wide connectivity and strengthening network security and centralized management.
- Migrated critical server infrastructure to the cloud in a 2-day weekend window against a planned 4-day outage — **halving downtime** with zero disruption to business operations.

- Replaced the legacy ticketing tool with **ServiceNow** and re-structured ITSM processes — moving from basic ticket logging to governed service management — reaching **98.5% SLA** within three months across 240+ locations, with extended-hours support during monthly financial-close cycles.
- Reduced IT operating costs by **30%** through vendor renegotiation and consolidation, then sustained **~15% year-on-year** savings through cost-effective solution design and FinOps-led vendor governance.
- Delivered an in-house CRM platform for the marketing function on schedule, enabling structured campaign and lead management that strengthened pipeline visibility and conversion tracking.
- Built a live **Power BI decision-intelligence layer** for the Country Head and India leadership team — spanning sales and operations KPIs, marketing-channel and funnel analytics, store and salesperson performance, and a forecast simulator — replacing manual reporting with self-serve executive dashboards.
- Introduced **AI responsibly** into IT delivery — using AI-assisted methods to accelerate internal dashboard and reporting development under a secure-by-default posture (no confidential data exposed to public AI platforms), establishing an early, ROI-first foundation for enterprise AI adoption.

Manager → Senior Manager — IT (2010 – 2018)

- Integrated **three separately-branded business acquisitions** (~90 clinics) onto the core platform across multiple years — each delivered on committed timelines despite third-party delays, avoiding additional headcount and significantly reducing transition costs.
- Implemented enterprise security policies and core information systems, sustaining high availability for business-critical IT services with no major unplanned outages.
- Virtualized physical servers on VMware, cutting infrastructure cost **~60%** while improving performance and high availability.
- Established IT operations frameworks, SLAs, change management, and periodic application reviews; built and developed a lean in-house IT and development team.

RECOGNITION

2026	Winner — Emerging Data & Leader of the Year , Data & GenAI Summit & Awards 2026 · UBS Forums
2018–2025	“Best Function” award — company-wide, every year since 2018 · a sustained mark of reliability and business partnership

EARLIER CAREER

MCAC / Emirates Business, Dubai, UAE — Project Lead (2007–2009): Enterprise MIS automation program; on-time product launch, cost recovery within three months.

Toshniwal Industries, Ajmer — Head IT/EDP (2001–2007): In-house computerization and cost-effective infrastructure (Linux, open-source stack).

SIGNATURE PROJECTS

Enterprise Cloud Modernization

Re-architected a legacy monolith into an Azure microservices platform (.NET Core, Angular, Azure SQL) with Deloitte, rolled out across 240+ live locations at zero unplanned downtime.

M&A Technology Integration

Integrated three separately-branded acquisitions (~90 clinics) onto the core platform across multiple years, each on committed timelines with no additional headcount.

Scaling to 240+ Stores

Built and governed the IT foundation that supported the business's growth from early-stage to 240+ retail locations and market leadership.

CERTIFICATIONS

PRINCE2® Practitioner · ITIL® Foundation · Microsoft Certified Professional (MCP) · Cyber Security for IT Professionals · Power BI – Dashboards · Microsoft Project · Leadership Competency Program
Pursuing (2026): Azure Fundamentals (AZ-900) · Azure AI Fundamentals (AI-900)

LANGUAGES English (Professional) · Hindi (Native) · Gujarati (Native) · Arabic (Basic)

EDUCATION

MBA — Information Technology · Sikkim Manipal University

BCA — Computer Science · Guru Ghasidas University

Adv. PG Diploma · Computer Science & Applications