



DARSHAN SHAH
Transforming IT Vision into Reality,
Exceeding Expectations

+91 9833979069
shahdarshan_09@hotmail.com
<https://www.linkedin.com/in/darshanshah09>
<https://bold.pro/my/darshanshah09>

Expert in Information Technology and project management proficiency cultivated over 18 years of widespread experience across diverse sectors including consulting, managed services, FMCG, finance, and banking. Displayed outstanding success in delivering 50+ execution projects using Agile and Waterfall methodologies, aligned with business objectives through data-driven strategies. Demonstrated commitment to delivering timely business strategy data analytics, cost-effective, and innovative technology solutions. Adept at driving innovation and efficiency in complex environments. Highly enthusiastic about transforming business needs into successful technology solutions.

SIGNATURE SKILLS

- IT Project Management
- IT Consulting
- Managed Services
- Stakeholder Management
- Process Improvement
- Technology Solutions
- Cost-Benefit Analysis
- IT Security
- Agile Methodologies (Scrum, Kanban)
- Waterfall Methodology
- Software development lifecycle
- Application development
- IT Service Management (ITSM)
- Budget Management
- Datacenter Migration
- Contingency plan
- Risk & Compliance
- Vendor Management
- Change management
- Quality assurance
- Interpersonal skills
- Analytical skills
- Risk management
- Problem-solving
- Communication skills
- Decision Making
- Continuous Improvement

MEASURES OF SUCCESSIVE BENCHMARKS

- **Information Technology Project Management:** Achieved a **95%** on-time complex project delivery rate by overseeing and executing over 20 IT projects, within scope and budget.
- **Stakeholder Management:** Improved stakeholder satisfaction scores by **40%** by building and maintaining strong collaborative, effectively communicating project status, and managing expectations through regular updates and transparent communication.
- **Process Improvement:** Enhanced IT operations efficiency by **25%** through the Acquisition and implementation of process improvements, resulting in reduced operational costs and streamlined workflows.
- **Technology Solutions:** Contributed to a **20%** revenue increase in business growth by developing and implementing innovative technology solutions that addressed business user requirements and supported organizational growth.
- **IT Consulting:** Reduced client infrastructure costs by **30%** through expert IT advice and implementing optimized solutions tailored to address specific business challenges.
- **Managed Services:** Increased system uptime to **99.9%** by providing comprehensive IT support and management, including network, systems, and security management.

CAREER CHRONOLOGY

"My expertise is in turning potential into performance. I'm the architect of success stories."

Yes Bank Limited, Mumbai, India

Senior IT Project Manager -SVP | Aug 2020 - Apr 2024

Job Profile: Demonstrated expertise in aligning IT initiatives with overarching business objectives, ensuring maximum ROI. Proficient in crafting and executing comprehensive strategic planning project plans, and defining clear scope, goals, and deliverables. Skilled in fostering stakeholder engagement through effective communication and documentation. Skilled at managing project risks, management, leading high-performance teams, and monitoring project performance. Proven ability to optimize resource allocation, resolve issues, and maintain rigorous quality standards, ultimately driving project success.

Achievements:

- **Agile and Waterfall Methodologies:** Successfully executed 50+ projects, achieving a 95% on-time delivery rate while optimizing resource allocation.
- **Digital Banking Architecture:** Designed a secure, scalable enterprise architecture for a digital banking application, resulting in a 95% improvement in application performance unit testing.
- **Project Portfolio Management:** Implemented a framework to prioritize projects, optimize resource allocation, and increase project completion rate by 25%.
- **Financial Management:** Developed budgets for multiple concurrent projects, achieving 40% cost savings through efficient resource allocation and strategic cloud-based solutions. Release RFP for Vendor management.
- **People Management:** Mentored 5+ junior team members, boosting their productivity and innovation market-leading KPIs by 70%.
- **Risk Mitigation:** Conducted 20+ risk assessments, and regulations for complex IT projects, implementing mitigation strategies and best practices to reduce security vulnerabilities by 98%.

Clover Infotech Pvt. Limited, Mumbai, India

IT Project Coordinator, Manager Delivery | November 2018 to July 2020

Job Profile: Exhibited strong project management expertise by developing inclusive project blueprint, and outlining timelines, budgets, and resource allocation. Successfully initiated projects and maintained open communication channels among team members, stakeholders, and clients. Ensured project success by implementing robust multitask management systems, accurately documenting project progress, system integration. proactively identifying and mitigating potential risks.

Achievements:

- **Hybrid project management:** Successfully handled 50+ projects using a hybrid Agile-Waterfall approach, enhancing project delivery efficiency by 60% for information system.
- **Technical leadership:** Provided clear technical guidance and direction to project teams, reducing rework by 40% and increasing on-time project completion by 70%.
- **Cost management:** Achieved 20% cost reduction through thorough budget forecasting, strategic contract negotiations for project in pipeline, and resource optimization.

Wipro Limited, Mumbai, India

Technical Support Manager, Assistant Manager | July 2013 - November 2018

Job Profile: Successfully initiated service delivery models through effective kickoff meetings and fostered strong collaboration by maintaining open communication with team members, stakeholders, and clients. Optimized resource utilization and controlled project expenses while proactively identifying and mitigating risks. Consistently delivered projects on time, within budget, and meeting the highest quality standards.

Achievements:

- **Incident Reduction:** Successfully identified opportunities to reduce overall incident ticket counts by 30%.
- **Alert Optimization:** Instigated monitoring tools that effectively reduced false alerts by 85%.

PREVIOUS EXPERIENCE

IBM India Limited (NetConnect Payroll) | Mumbai, India

Senior Technical Lead | July 2010 - June 2013

Walk Water Media Ltd., Mumbai, India

Assistant IT Manager | February 2010 - July 2010

SITECOS / Microland Limited, Mumbai, India

Senior System Administrator / Team Leader | September 2007 - February 2010

CMS Computer Limited, Mumbai, India

System Administrator / FMS Engineer | August 2006 - August 2007

EDUCATION

Bachelor of Computer Engineering, Manipal University – June 2006 | India

PROFESSIONAL CERTIFICATION

- Prince 2 Foundation & Practitioner
- ITIL
- Foundations of Project Management
- Introduction of Generative AI

PROJECT HANDLED / HIGHLIGHTS

IRIS Mobile Banking App (10,00,000+ downloads & Azure ARO Cloud Technology)

Title: Collaborative with a cross-functional team of 50+ developers to build an in-house Mobile software Retail Banking Product. Ensured on-time delivery, development, and deployment on cloud infrastructure by strictly adhering to SDLC methodologies. Leveraged DevOps, CI/CD, Azure cloud computing, Mobile security, Data Platform, Red Hat OpenShift (ARO) technologies, and RHEL operating systems to support product development and deployment.

Client: Yes Bank Limited, India

Duration: 2 Years

Team Size: 50

Budget: INR 4 Crores

Tools: Azure Cloud, Elastic, ARO, Oracle Database, Akamai WAF, DevOps, CI/CD, Azure cloud computing, Mobile security, Data Platform, Red Hat OpenShift (ARO) technologies, Jenkins, Bit Bucket

Core Banking Migration / Upgradation

Title: Modernized the Core Banking legacy system to reduce transaction processing time by 40% and significantly enhance system reliability through seamless integration.

Client: Yes Bank Limited

Duration: 1.5 Years

Team Size: 4

Budget: INR 7 Crores

Tools: Oracle Super Cluster, Oracle WebLogic, Solaris OS, Oracle Database 19C

Digital Banking Products - Transaction Processing Hub

Title: Digital Banking Products - Transaction Processing Hub

Client: Yes Bank Limited

Duration: 3 Years

Team Size: 5

Budget: INR 14 Crores

Tools: RHEL OS, Oracle WebLogic, Oracle Database 19C, Reporting / Archival Strategy

- UPI Implementation (500 TPS and 2nd Largest processing)
- EFDR Implementation (650 Crore FD in the week)
- Intellect ITGB Product Implementation (Corporate banking Migrated)
- Oracle OBDX Product Implementation (Retail Banking Migrated)
- IBM External / Internal Data Power Product Implementation (API Migrated)
- Oracle Cloud Infrastructure – POC Performed

OTHER TECHNICAL SKILLS

Networking:

Networking Concepts | VPN | Security Firewall Concepts and Troubleshooting

Cloud and Virtualization:

Azure Cloud | VMware Concepts | Nutanix | Google Cloud Platform | IAAS | PAAS | AWS

Infrastructure:

Physical Servers | Storage Concepts | Backup

Applications specification

and Databases:

Database Concepts | IDAM | Operating Systems | Middleware Applications (Oracle WebLogic, IBM, Microsoft Products)

Design and Architecture:

Designing Solutions | RH OCP | Microservices | Kubernetes | DevOps Practices | Containerization | Writing User

Stories | Roadmap of Technology | Modelling |

Tools:

Jira, Microsoft Project, Excel, Microsoft Visio, MS Windows