



SATJEET SINGH

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"Technology & Business Visionary with 33 years of experience; drove IT strategy, business excellence and enhanced customer experience; utilized the vast techno-managerial skills to transform processes leveraging GenAI & Automation"

SKILL SET

IT Transformational Roadmap
ERP & MES deployment
Technical Excellence
Project Planning & Management
IT Infrastructure/Security
Operations
Strategic Planning & Execution
Budgetary & Cost Control
New Process Implementation
Client Relationship Management

ACADEMIC DETAILS

B.Tech. (Information Systems) from
Birla Institute of Technology & Science
(BITS), Pilani

Diploma in Electronics Engineering
from Government Polytechnic (Board
of Technical Education, Lucknow),
Ghaziabad

CERTIFICATIONS

Microsoft Certified Professional:
Microsoft Windows NT Core &
Enterprise Technology
Microsoft TCP/IP
Brainbench Certification
ITIL Certification

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PROFILE SUMMARY

- **ITIL and Microsoft Certified Professional** with experience in operations related to IT Services; directing technology planning, strategy development, leadership and implementation, business transformation execution & solution delivery; **governing IT systems like SAP, Rockwell MES, Labware LIMS, Quality Systems like Trackwise, Veeva Vault, Empower, NuGenesis, Integrify, Documentum, Infrastructure tools like CrowdStrike, Avamar, Services & Security for Pfizer, Vizag & Ahmedabad, India plant**
- A keen strategist with expertise in managing the entire gamut of **Start-up & Greenfield project delivery frameworks** and new systems implementation for process enhancement-related activities within time & cost parameters
- **Subject matter expertise** in directing IT Operations & IT Demand Management and formulating the growth plans
- Resourceful in planning and **spearheading IT infrastructure** like VxRail, Avamar, Riverbed, etc., and supporting projects; developing & streamlining systems with the capability to enhance infrastructure operational effectiveness
- Expertise in **planning and implementing information security systems**, PANS, penetration testing, business continuity plan, disaster recovery, isolation testing, Deskman, Tachyon, Crowdsrike etc. addressing end-point protection, governance risk, and compliance, security information, and data security
- **Digital Transformation Specialist** with experience in steering process transformation by reengineering existing processes in Manufacturing (Filling, sterilization), Visual inspection, packing, electronic logbook, Batch Navigator, Smart Glasses, Euphoria Chalk, etc. which resulted in compliance & significant savings in man-hours and overall cost
- Merit in **implementing Digitization initiatives like SAP, MES & LIMS** in sync with the vision & mission of the organization
- Leveraged capabilities of **leading, mentoring & monitoring** large teams; expertise in motivating large teams that well exceed corporate expectations

NOTABLE ACCOMPLISHMENTS ACROSS THE CAREER

- **Reward & Recognition:** Received appreciation for the following contributions:
 - Recognized by Pfizer for implementing multiple systems like SAP, MES, and Quality in a big-bang approach
 - Managing Global IT infrastructure, Lab Systems, and driving IT projects across the countries (**Dr. Reddy's Laboratories Ltd.**)
 - Providing technical support at Manufacturing Plants, CFAs, Corporate Offices & Data Centers (**Hindustan Coca-Cola Beverages India Pvt. Limited**)
 - Providing technical support to client "Dabur India Ltd., Sahibabad (**Accenture India Pvt. Limited**)

- Providing technical support at Manufacturing Plants & Corporate Office at Kaushambi **(Dabur India Limited)**
- Implementing the complete infrastructure set-up including EMC SAN and CISCO PiX in Nepal **(Dabur Nepal Pvt. Ltd.)**
- Providing technical support in the area of computerization in the northern region of the company **(Hindustan Lever Limited & Structural Engineering & Research Center, Ghaziabad)**
- Providing technical support at branches in Delhi & Ghaziabad region **(Corporation Bank & Punjab National Bank)**

- **Go-live Support:** Enabled Pfizer to go live with the various IT systems together and migrate end-to-end process on glass with all the products & SKUs
- **Infrastructure Management:**
 - Provided technical support for infrastructure setup in newly acquired Coca-Cola Bottling Plants in Manila, Philippines
 - Implemented IT infrastructure-related projects like PANS (Plant Automation Network Security)
- **ERP Support:** Managed QAD & SAP ERP systems implementation & support functions

ORGANIZATIONAL EXPERIENCE

Since Jan '2022 with Pfizer India, Vizag as Director - IT
 Since Jan '2014 with Pfizer India, Vizag as General Manager - IT

Feb '2010 – Dec '2013 with Dr. Reddy's Laboratories Ltd., Hyderabad as Associate Director - IT

Key Result Areas:

- Contributing to long-range strategic plans and developing & implementing policies, procedures, and systems required for maintaining and developing the overall technology strategy and goals
- Spearheading technical assessment, definition, prioritization, design, and deployment of new platforms; managing complete P&L ownership for the business processes
- Monitoring project progress as per scheduled deadlines for various tasks and taking necessary steps to ensure completion within time, cost, and effort parameters
- Steering efforts for client engagements, account growth & customer-facing programs as per their strategies
- Maintaining optimal relations with internal & external stakeholders to provide support for various IT issues by keeping a close track of recent developments
- Formulating new security policies and implementing security procedures and work instructions
- Designing and implementing security controls, procedures, and standards, and Information Security (IS) structure, especially regarding logging of security events and the security risk mitigation controls
- Forecasting on IT infrastructure requirement, capacity & financial management & vendor management
- Recommending and upgrading IT infrastructure requirements for ensuring acceptable levels of security, disaster management, and data recovery plans
- Delivering IT solutions based on ITIL best practices that focus on the people, process, technology & information perspectives of providing integrated organization-wide business solutions within the IT infrastructure
- Assisting in the design & implementation of the network and troubleshooting, providing technical support for applications and data to clients

Highlights:

- Created a business plan which increased efficiency from 40% to 60%
- Ensured product, process, and service quality across all delivery units; key initiatives included electronic batch record remediation and process simplification

PREVIOUS EXPERIENCE

Jun '2005 – Feb '2010 with Hindustan Coca-Cola Beverages Pvt. Ltd., Gurgaon as Manager - IT

May '2004 – Jun '2005 with Accenture India Pvt. Ltd., Ghaziabad as Server Administrator

Mar '2002 – May '2004 with Dabur India Limited, Ghaziabad as Server Administrator

Apr '2001 – Mar '2002 with IT&T Ltd., New Delhi as Server Administrator for Dabur India Ltd.

Jan '1998 – Apr '2001 with SG Inter, (Service Provider of Compaq), New Delhi as Service Engineer

Sept '1993 – Jan '1998 with Bush India Ltd., (Parent Company - Baron International Ltd.), New Delhi as QC Engineer - Electronic Goods

Sept '1990 – Sept '1993 with CCC, New Delhi as Customer Support Engineer

TECHNICAL SKILLS

- Solution Deployment and Support of IT Systems such as SAP (ECC6) WM, SD, APO, FICO and MM, MES (Rockwell) Weighing & Dispense with EBR, Infor Plant Maintenance, Labware LIMS, EMC Documentum, Empower, NuGenesis, Optel Serialization, Ariba and Trackwise
- Data Reconciliation, FDA Inspections & Audit Activities
- Security Solutions & DMZ Enhancement
- Deployment & Maintenance of AD, CITRIX, WSUS, SCCM, PRTG, NMS, BMS, VMware, Thin Clients, Microsoft ISA, Firewall Checkpoint & ASA, VPN, WCS/Access Point, IPS/IDS (Radware), BLUECOAT/Ironport, AAA, CUCM, VoIP, Telepresence (Polycom, LifeSize, Tandberg), RealPresence, IIS, SharePoint Portal, Veritas, Arcserve, Symantec, MacAfee and RDBMS Database like SQL 2005 & 2000, FMS, Exchange, Notes, DR & BCP
- Defining optimum mix of technologies & facilities, network integration & administration, performance monitoring & troubleshooting in 2003 environment
- Intranet, SQL 2000/2005 Database Admin, Progress 9.1e Database and various other technologies like CITRIX, SunIDM, TARANTELLA, Data Warehousing (Margin Minder) and VB Based Application used for transferring data from ERP sites and sending SMS in case of failure ISA 2006, WSUS
- Veritas (Netbackup) & ARCSERVE
- SOX Audit
- Vulnerability Assessments & Penetration Testing

PERSONAL DETAILS

Date of Birth: 12th November 1969

Languages Known: English, Hindi & Punjabi

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