

PRASHANT PRAJAPATI

IT Infrastructure Manager | IT Operations & Digital Transformation Leader

Navi Mumbai, India | Open to Relocation | Available Immediately
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CAREER HIGHLIGHTS

50% Reduction in
IT Support Incidents

99.9%+ Enterprise
System Uptime

15-20% Cost Savings
via Vendor Management

100% On-Time Delivery
of ERP & Infra Projects

EXECUTIVE SUMMARY

Strategic IT leader with 12+ years of experience driving IT infrastructure, project management, technical support, and digital transformation across manufacturing and energy sectors. Proven track record aligning IT strategy with business objectives, modernizing enterprise infrastructure, and leading cross-functional teams. Expert in IT operations management, ERP implementation, IT governance, and process automation, with consistent results in improving system reliability, reducing operational risk, and enabling data-driven decision-making. Currently seeking a senior IT Infrastructure / IT Operations Manager role where this experience can drive measurable business impact.

CORE COMPETENCIES

- Infrastructure & Security:** Cloud & Hybrid Infrastructure, OT Cybersecurity, EDR/XDR, Business Continuity Planning, Visual Analytics Solutions, CCTV & Access Controls, M365 Administration, Firewall/Checkpoint, Multi-Location IT Support, ITSM Ticketing, Backup & Storage
- Strategic Leadership:** IT Operations Management, People & Team Management, IT Asset/Policy/SOP Development, Process Improvement, Stakeholder Management, Cybersecurity & ISO 27001, IT Infrastructure Modernization
- Project & Capex Management:** End-to-End IT Project Management, Capex Management, Vendor & Supplier Management, SLA Optimization
- Digital Transformation:** Business Transformation, Industry 4.0, ERP Implementation & Migration, Enterprise System Integration, Process Automation

PROFESSIONAL EXPERIENCE

Deputy Manager – IT | Nirmal Industrial Controls Pvt. Ltd. | Mumbai, India Jul 2025 – Jul 2026

- Aligned IT strategy with business goals through technology integration and infrastructure modernization
- Led IT infrastructure operations and enterprise-wide digital transformation initiatives
- Managed IT team, vendors, and budgets while maintaining high system availability and scalability
- Partnered with senior leadership to align IT initiatives with business growth objectives
- Strengthened organizational security posture by implementing cybersecurity best practices

Manager – IT | Oriano Clean Energy Pvt. Ltd. | Mumbai, India Aug 2024 – Jul 2025

- Directed end-to-end delivery of critical IT projects in strict alignment with stakeholder requirements and business goals
- Formulated IT policies and SOPs that standardized operations across the organization
- Engineered backup and disaster-recovery strategies that ensured 24/7 system availability and data integrity
- Improved system uptime and operational efficiency through process standardization and proactive monitoring

Deputy Manager – IT | Hindalco Industries Ltd. | Kuppam, India Oct 2022 – Aug 2024

- Spearheaded enterprise-wide IT/ICT design and deployment, driving major digital transformation and OT cybersecurity initiatives
- Reduced IT support incidents by 50% through automation, structured training programs, and process improvement
- Led enterprise initiatives spanning ERP (Oracle), OT cybersecurity, ICT infrastructure, and visual analytics safety solutions
- Managed vendor contracts, licensing, and procurement — optimizing costs, SLAs, and compliance
- Developed strategic planning frameworks aligned with business continuity goals
- Owned IT function strategy across infrastructure, digital initiatives, and long-term planning; led cross-functional IT teams

Assistant Manager | Apollo Tricoat Tubes Ltd. | Malur, India Sep 2019 – Sep 2022

- Delivered end-to-end ICT infrastructure deployments and supported SAP ERP operations

- Strengthened cybersecurity posture while ensuring high system availability
- Led large-scale infrastructure projects spanning networking, CCTV, access control, and IT facility setup
- Delivered user training programs that improved technology adoption and reduced downtime
- Built and managed scalable IT infrastructure supporting business expansion

Sr. Executive | HQ Lamps Manufacturing Company Pvt. Ltd. | Haridwar, India Jul 2016 – Aug 2019

- Managed procurement workflows, hardware inventory, and vendor/supplier relationships supporting IT operations
- Managed IT support operations and system deployments across the facility
- Improved user productivity through targeted training and support initiatives

ICT Engineer | Techno Consultants | Delhi, India Sep 2015 – Jun 2016

- Prepared strategic project documentation including DBR, BOQ, and MRS
- Designed and implemented ICT infrastructure projects spanning data, voice, and CCTV systems
- Designed enterprise ICT infrastructure aligned with global standards (TIA/EIA)

Project Executive | NSIC-TIC | Kashipur, India Sep 2013 – Aug 2015

- Coordinated and managed IT projects while delivering technical training and infrastructure support
- Supported infrastructure deployment and day-to-day operational activities

KEY METRICS DASHBOARD (BUSINESS IMPACT)

- Operational Efficiency: Reduced IT support incidents by 50%, improving system stability and user productivity
- System Availability: Maintained 99.9%+ uptime across enterprise IT infrastructure and critical business applications
- Cost Optimization: Achieved 15–20% cost savings through vendor negotiations, asset lifecycle management, and procurement strategy
- Project Delivery: 100% on-time execution of ERP, infrastructure, and digital transformation projects
- Automation Impact: Reduced manual processes by 30–40%, accelerating operations and reporting cycles
- User Productivity: Improved end-user efficiency by 25%+ through training, system optimization, and process improvement
- Security Posture: Strengthened IT & OT security with zero major security incidents through proactive monitoring and controls
- Vendor Performance: Improved SLA adherence to 95%+ compliance through vendor governance and performance tracking

EDUCATION

- B.Tech., Information Technology — Govind Ballabh Pant University of Agriculture & Technology, Pantnagar (June 2013)
- Diploma, Information Technology — Government Polytechnic, Kashipur (June 2010)

CERTIFICATIONS

- Enterprise System Management & Security; Access Controls (ISC)²; Fundamentals of Network Communication — University of Colorado; Introduction to G Suite; Information Systems Auditing, Controls & Assurance; IT Project Management; Technical Support Fundamentals; Network Troubleshooting & Tools; System Administration & IT Infrastructure Services — Google (via Coursera)
- CCNA — Network Rhinos
- National Digital Literacy Mission (Govt. of India); FDDI Skill Development Program (Govt. of India)
- Chakravyuh Ethical Hacking Award — Kyrion Digital Securities; Young Scientist Talent Award — Dimensions Delhi

LANGUAGES

English — Excellent | Hindi — Excellent