

RACHIT PATHAK

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Technology leader and Decorated Veteran (Army) with 17+ years of multi-functional experience in IT Operations, Network & Communications, Cyber surveillance and Change Management.

Personal Interests, Strengths

People Connect, Collaboration, Emerging Technologies, Communication & Networking
Playing Basketball, Waste Craft, Horse Riding



PROFILE

- **Leading Site Operations in Technology Support Services group** as a trusted advisor to clients in ensuring business continuity & helping them overcome technology challenges. My current role requires me to manage multiple portfolios and stakeholders (both US and India) working closely with them on driving their technology dependent strategic priorities through various unique support models.
- **Chief of Cyber Centre in Counter Insurgency Zone** in Kashmir Valley leading the Cyber Operations Team for 24x7x365 support.
- **Under my various assignments at Armed Forces and further stints**, I have successfully led teams in various challenging domains which include Counter Insurgency Operations. Through my strategic and forward-looking thought process, I have ensured that the delivery model was always a notch higher than expectations.
- **My biggest strengths** lie in bringing a strategic mindset, comprehending complex problems thereby building well-integrated operational & technology support strategies for results and serving clients with distinction.
- **On a special assignment** I led the IT & Communications team in Lebanon which was responsible to provide data & voice support to UNPKF. This included governance and management of IT Infrastructure, Networks, Services, ERP & Applications, BCP/DR, Information Security, Audits, Risk & Compliance for a \$5 Billion Strategic Program. Steered successful planning & execution of countrywide secure data & video network with custom-designed IP encrypts. Authored, initiated, developed and implemented organization to ensure 'Zero Breach/Incident' in a program of sensitive and vital national importance.
- **Lead teams to design & architect** the standards for application architecture, DB design & infra deployment for supporting e-Gov Projects. This included business process reengineering & change management techniques which ensured the projects are interoperable, standardized, scalable & secure.

PROFESSIONAL EXPERIENCE

Deloitte Consulting India Pvt Ltd

February 2018 onwards

Position: Executive Manager – IT Support Operations

Responsibilities:

- Leading Hyd site of **67 Technical professionals** responsible for supporting **30,000+ business professionals** and leveraging management of IT Infrastructure Service Operations and Delivery.
- 24x7 support to **30+ Offshore Development Centers & 9+ Member Firms** thereby overseeing the delivery of IT services from Hyd location by maintaining necessary access to technology support.
- Collaborate with **13 office/block managers** to ensure office maintains a service delivery model focused on customer service through IT Walkup centers.
- Responsible for **asset deployments, print services, laptop lifecycle & remote/project** site support
- Tactical leadership with all required **infrastructure teams** (Server Ops, Tele, Vdoconf, etc.) to ensure office is effective.
- **Align team priorities** to regional team & sync with the customers' timelines and priorities & **handling escalations**
- As IT Ops Site Leader ensure **monthly goals are set** and track progress on a daily, weekly or monthly basis.
- Additionally, responsible for **Talent activities** viz. develop future leadership, performance management, goal setting, coaching/mentoring, team recognition, and recruiting activities.
- Leading additional projects and initiatives at **regional/national level**.

Key Accomplishments: Deloitte USI

Rewards & Recognition: Outstanding Award TSS

Culture Building: Conceptualized #IAMTSS NextGen campaign to build Sense of Pride & Belonging for USI TSS

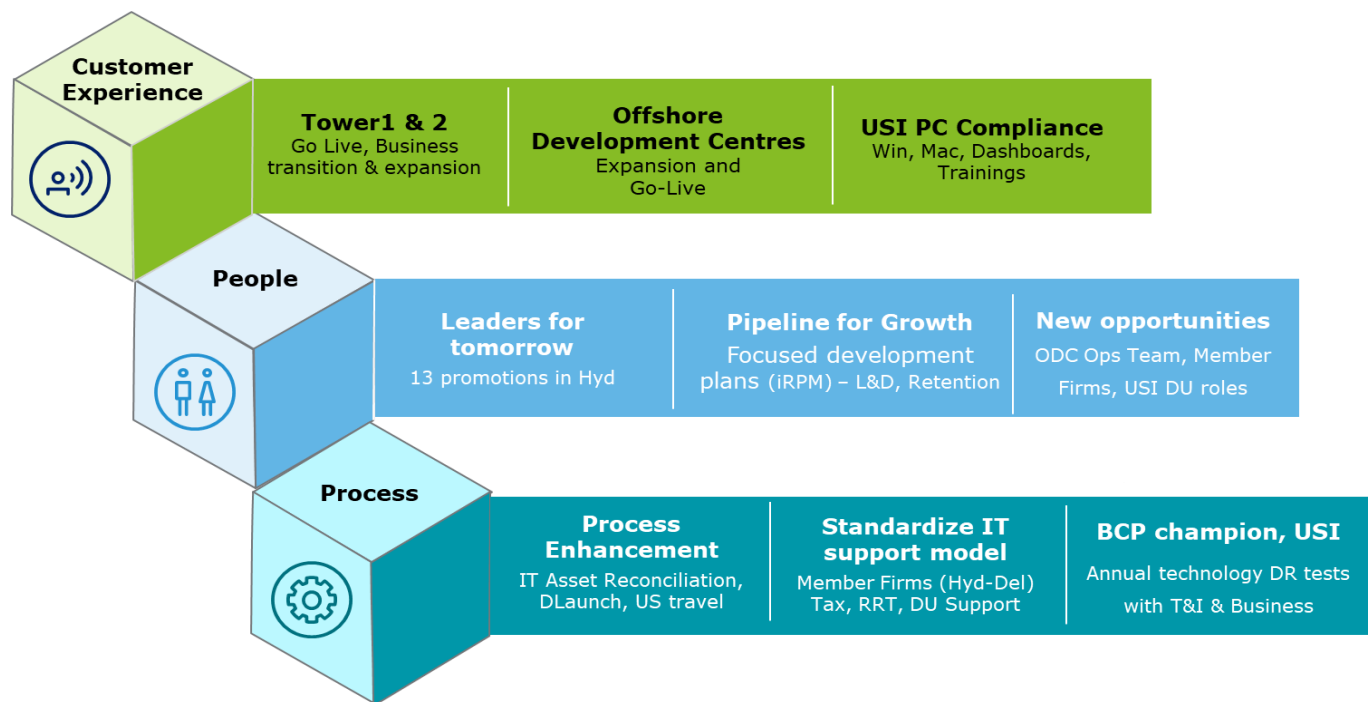
Team Growth & Empowerment: Sought after coach, 'Thank It Forward' Champion for USI TSS

Innovation: Shortlisted amongst top 10 ideas in ITS Innovation Challenge & under Top 3 ideas in TSS Innovation Challenge

Leadership: Leader Speak session (Aus MF), Panelist at CoRE KS Team, WoW Program Mentor (USI DU), Panel Moderator at DU

Internal & External Eminence: Leader pioneer for Inclusion Summit, Core member of Technology Business Summit. Speaker at Hopper-X: Technology Conference 2020

Key Projects: Deloitte USI



Highlights from Chief of Cyber Surveillance Center role

- Responsible for **Infrastructure monitoring & operations activities** of teams in Cyber Domain, Internet based.
- Ensure all **vulnerability is plugged** as per threat reports & ensure audits observations are met thereby ensure **Change Control & compliance** with processes.
- As **Operations Team Leader** ensured delivery of high level of service to meet expectation from the business of a highly available agile infrastructure.
- Management of the team responsible for **monitoring & operational support** of CISCO firewalls.
- **Monitoring, studying and analyzing network trends & threats** thereby developing synergy between various cyber sections departments.
- Responsible to oversee all issues **reported & manage escalations** with vendors.
- Create documentation & process to **maintain procedures, operational & architectural policies** as per standard.
- Deployed technologies that included **Gigabit Passive Optical Network (GPON)**, ASP, and web-based applications.

e-Mission Team, Ministry of Electronics & Information Technology, Govt of India**Position Held** - IT Infrastructure & Change Management Consultant**Jan 2016 – Feb 2018****United Nations Interim Force (UNIFIL), Lebanon****Position Held** - IT Communication & Wide Area Network Manager**Jan 2009 – Aug 2009****Indian Armed Forces (Army)****Position Held** - Senior Leader Operations – IT, Defense Information Technology Department**Jun 2002 – Aug 2015****Cyber Surveillance and Warfare Centre – Indian Armed Forces (Army)****Position Held** - Officer-in-Charge – Cyber Department**Jun 2013 – Aug 2014**

KEY PROJECTS	ACCOMPLISHMENTS
<ul style="list-style-type: none"> • Creation of VLAN in Headquarters thereby delivering desired IT infra • Led project work Capturing Acoustic data in a Wireless Sensor environment using Motes • Developed GPS based Tracking module for monitoring Convoy Movement • Supervised a team of 5 acute technical personnel for perception Management through Cyber Media • Merged Army Radios over Internet Protocol, thereby filling void of radio compatibilities • GPRS based Tracking module system integration for real time tracking of outstation clients • Led Procurement & Installation of IR based tracking modules, CCTV cam, NVDs, Microwave back haul comn system • Core Team member to carry out locating BTS & security system for Army Owned Mobile comn system • Developed modification of multiple Antennas for Radio into a single point solution 	<ul style="list-style-type: none"> • Best Student National Defense Academy (Army) • Sena Medal Gallantry Award recipient in Military Operations in Kashmir Valley • Army Commander Commendation Card for exceptional leadership display during military operations • National Security Guard (NSG) Leadership Commendation for Leadership & Mentoring • UN Peace Keeping Force (UNPKF) Mission Member • Medallion, General Officer Commanding, Kashmir for establishing Cyber Surveillance & Warfare Centre • Chief Minister Uttarakhand Award for Best Innovation • Govt of India Award for Aerostat Project (Google Loom) • Shortlisted for Fellowship Program in YALE University • Got Innovation Idea selected for MyGov – Prime Minister Idea of Innovation

EDUCATION CREDENTIALS

ISO 27001 (ISO Lead Auditor) British Standard Institution Group India Pvt. Ltd.	2019
PMP, PDUs PMI, USA	2015
Six Sigma (Green Belt) Indian Institute of Technology (IIT), Delhi	2015
Advance Network & Security Course, C#, .Net, SQL Indian Institute of Technology (IIT), Kharagpur	2008
Cryptography Techniques Military College of Telecommunication Engineering	2008
B. Tech, Electronics & Telecommunication Jawaharlal Nehru University, New Delhi	2007

(Rachit Pathak)