

Ritesh Israni

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Professional Experience

April 2005 – Feb. 2009

Accenture (Network Technology Consultant)

Business Development (Analyst – Consultant)

- As part of the Unified Communication & Collaboration (UC&C) market offering team, developed assets that were used to drive sales such as Point of Views, Industry Use Cases and ROI calculators for both Microsoft and Cisco products. Industry use cases were in pharmaceutical, retail and financial services.
- Managed budget for the UC&C offering and facilitated weekly touch points to discuss upcoming activities and sales pipeline.
- Coordinated, managed and served as subject matter expert for responses to client RFPs and RFIs in the areas of telecom expense management, unified communications and IP telephony.

Capacity Planning (Consultant)

- With the introduction of new applications or upgrades to applications, build models and present to infrastructure project managers the effect the change will have to servers (CPU% utilization) and network (bandwidth) when put into production. Tools such as OpNet IT Guru, Wireshark and Openview were used.

E911 Vendor Selection (Consultant)

- Developed relationships with enhanced 911 vendors (Cisco, RedSky, Enable 911) in order to conduct an evaluation of each vendor's products, establish pricing and make a recommendation back to client stakeholders as to which solution fits the business requirements. Business requirements were determined by meeting with key client stakeholders.

Global Mobility Program (Consultant)

- Conducted an assessment of the client's environment around Citrix, desktops, applications, email, storage and business/user requirements to document the current state and make recommendations for a future state environment that would support mobility of users globally.
- Developed a roadmap which outlined initiatives with estimated costs and times frames to address the client's requirement for user mobility.
- Documented technologies and their business impact such as Exchange 2007, MOSS 2007, VDI, Citrix, and Office Communication Server.

Telecom Expense Wireless Governance & Audit (Analyst)

- Gathered wireless invoices from various cell phone and paging providers to create an inventory of client's wireless spend and audit the spend to determine potential areas for savings such as plan optimization and low or zero usage.
- Create low level process flows for the wireless corporate liable procurement policy.

Storage Rationalization (Analyst)

- Organized and conducted interviews with application owners to determine the application requirements for storage and backup. Application requirement data was maintained in an SQL Server database, which was later used to create live reports for both project team and client executives.
- Using Veritas Backup Reporter, gather server backup data, to analyze current backup usage client wide as well as develop a future state estimation.

Network Transformation (Analyst)

- Responsible for meeting with project team resources to gather requirements for an ASP.net and SQL Server web application that managed site and rollout information for a client wide telecom and network upgrade program. The final application would aid in project management and served as a central repository of data; which was used by the various project teams globally to get up to minute reporting.

ITIL Assessment (Analyst)

- Developed process flows and guides that detailed the steps, responsibilities and additional related information for IITIL based capacity management and service level management. Reviewed release management and configuration management process guides created by team members.
- Conduct research and document industry best practices relating to utility computing and server virtualization via Gartner and other available research resources.

June 2003 – April 2005

Queens Long Island Medical Group (Systems Administrator)

- Functioned as technical lead to successfully implement a Voice-Over IP phone system through the company's 21 medical offices; leading to a 40% cut in phone cost.
- Managed roll out and configuration of VOIP equipment, and ensured the correct network configuration.
- Assisted network administrator to conduct and oversee configuration, testing, troubleshooting and maintenance of routers, hubs, switches and other LAN/WAN equipment for voice and data network.
- Administered VOIP System through Sylanthro/Level(3) Administration Portal, which required the development of call flow routing through the use of Bridge Line Appearances, caller and hunt groups.
- Aided with the administration of Active Directory, which consisted of 21 domain controllers, 26 organizational units with 3000 users, including but not limited to management of user/computer accounts and group policies.

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- Provided desktop support and trained staff on Windows 2000/XP network based on Active Directory and Exchange as well as medical management system; a hybrid of IDX Healthcare and Allscripts.
- Oct. 2001 – May 2003 **Stony Brook University Instructional Computing** (Senior Help Desk Consultant)
- Provided technical support, for the university's campus wide network, general problems within different Windows OS, and problems dealing with access of the various student accounts.
 - Designed, planed and taught classes to educate students about the various accounts in PeopleSoft's student administration system, Blackboard, and UNIX.
- Aug. 2002 – Dec. 2002 **Big Buzz Web Design** (Intern)
- Assisted with the development and maintenance of all aspects of major websites including web layout, content management, graphic design and backend coding using ColdFusion.
 - Successfully performed thorough quality assurance tests for sites previous to their launch.

Education

- Sept. 2000 – May 2003 **State University of New York at Stony Brook**, Stony Brook NY
Major: Computer Information Systems Major GPA: 3.3
- Sept. 1999 – May 2000 **New York Institute of Technology**, Old Westbury NY
Credits: 33 Major: Computer Science Major GPA: 3.45

Additional Qualifications / Skills

- Training:** MS Partner Vista Deployment; SpeakEasy Talk So People Listen
- Telecommunications:** Office Communications Server, Cisco 79xx, e911, Telecom Expense Management
- Networking / Hardware:** Active Directory, Exchange
- Operating Systems:** Windows: 2K/XP/2K3 Server, UNIX: Various *Nix Environments
- ITIL:** Service Level Management, Capacity Management
- Languages / Web:** IIS, Apache, PHP, ASP.net 1.1, 2.0, ADO.NET, PHP, HTML, CSS, XML, JavaScript
- Databases:** SQL Server 2003/2005, MySQL, Access
- Other Software Skills:** Visual Studio.net, Excel VBA, Adobe Photoshop, Dreamweaver, MOSS 2007, OpNet IT Guru

References Available Upon Request