Kumar Kunal

IT Head

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PROFESSIONAL SUMMARY

Dynamic Head of Information Technology with over 18 years of expertise in the luxury retail sector, specializing in Digital Transformation and ERP migration to Microsoft Dynamics 365. Proven record of leading high-performance teams to streamline operations and enhance efficiency by 30%. Adept at architecting IT ecosystems for flagship stores and corporate environments, ensuring seamless customer experiences through innovative infrastructure solutions. Skilled in budget administration, vendor management, and robust cybersecurity protocols, with a commitment to stakeholder management and user training that drives process improvement and aligns technology with business objectives.

CORE SKILLS

IT Project Management · IT Asset Management · IT Team Management · Wireless Networking · Access Control · NAS & Backup Management · Vendor Management · IT Security · CCTV Systems · Office 365 · Microsoft Dynamics 365 Business Central · Stakeholder Management · ERP Implementation Management · Firewall Management · Budget Management · HRMS Implementation

PROFESSIONAL EXPERIENCE

IT Head — Reflect Sculpt Private Limited Aug 2022 – Present

- Led a high-performance team of 12 IT professionals to streamline corporate and retail operational processes.
- Spearheaded the successful migration from legacy ERP systems to Microsoft Dynamics 365 Business Central, achieving a 30% enhancement in process efficiency.
- Architected a comprehensive IT ecosystem for five flagship luxury boutiques and corporate headquarters, delivering seamless and superior customer experiences.
- Modernized data centre infrastructure by implementing a hybrid cloud solution (Azure/On-Premises) and established robust disaster recovery protocols.
- Effectively managed the annual IT budget, optimizing expenditures through vendor consolidation and negotiating favourable service level agreements (SLAs).

IT Manager — Reflect Sculpt Pvt Ltd

Mar 2015 – Aug 2022

- Scheduled work plans, guided technical direction, and managed performance development of IT personnel.
- Developed and executed a long-term IT roadmap aligned with business objectives, ensuring efficient service delivery and strong internal team relationships.
- Managed various facets of IT services including networks, security, storage, and ERP support, delivering solutions tailored to business needs.
- Oversaw vendor management, software licensing, asset inventory management, and configuration compliance for IT operations.

Technical Consultant — ComGuard Infosol Pvt Ltd

Aug 2013 – Feb 2015

- Provided pre-sales technical support for Kaspersky Antivirus and Gateprotect Firewall, driving modern technology installations.
- Developed formal sales plans and presented tailored solutions to clients, enhancing market presence.
- Managed technical training and product education for sales teams, ensuring alignment with client needs.

Sr. Executive – Pre-Sales & Technical Support — Microworld Software Services

Sep 2011 – Aug 2013

- Led pre-sales efforts for eScan Antivirus solutions, supporting marketing initiatives to enhance product visibility.
- Facilitated demonstrations and client technical training, resolving inquiries to improve

customer satisfaction.
- Conducted product education for the sales team, ensuring complete understanding of features and applications.

System Engineer – Pre-Sales & Technical Support — Softel Solution Pvt Ltd

Dec 2009 – Aug 2011

- Engaged in pre-sales support for Trend Micro OfficeScan Antivirus, assisting the sales team with comprehensive proposals.
- Managed installations and configurations, optimizing operational performance for clients.
- Analysed and resolved technical issues in established networks to ensure uninterrupted service delivery.

Technical Support Engineer — Sify Technologies Limited

Aug 2007 – Oct 2009

- Supported Micro ERP application clients, conducting training and requirement analysis to ensure seamless operation.
- Coordinated project execution timelines and communicated effectively with clients to resolve support queries.
- Conducted on-site and online support, enhancing user understanding of ERP functionality.

KEY PROJECTS

Microsoft Dynamics 365 BC Implementation

14 Months

- Led the end-to-end implementation of Microsoft Dynamics 365 BC for Reflect Sculpt Private Limited, enhancing operational efficiency across the organization.
- Spearheaded the transition from legacy systems to D365 BC, resulting

in streamlined processes across all business units.
- Collaborated with cross-functional teams to identify operational bottlenecks and develop targeted solutions that improved workflow efficiency.
- Delivered comprehensive training sessions for end-users, ensuring seamless adoption of the new system and enhancing overall user proficiency.

Infrastructure Development – Mumbai 6 Months

- Spearheaded the development of state-of-the-art IT infrastructure for a luxury retail store in Mumbai, enhancing operational capabilities.
- Installed and integrated various systems to ensure optimal performance, significantly improving customer experience.
- Collaborated closely with stakeholders at Reflect Sculpt Private Limited to align technology solutions with business objectives.
- Conducted thorough testing and troubleshooting to ensure all systems functioned seamlessly before the store's grand opening.

Infrastructure Development – New Delhi 5 Months

- Spearheaded the development of IT infrastructure for a new retail store in New Delhi, enhancing operational efficiency.
- Implemented customer interaction technologies to optimize in-store experiences, resulting in improved

customer satisfaction.
- Collaborated with diverse stakeholders to ensure project alignment with brand standards.
- Delivered project within the established timeline (May 2019 – Sep 2019), demonstrating strong project management skills.

Infrastructure Development – Noida Sec-11 4 Months

- Spearheaded infrastructure development for Reflect Sculpt Private Limited, optimizing the setup for a new factory location.
- Established a robust infrastructure that significantly enhanced production efficiency and technological capabilities.
- Directed a dedicated team to align IT frameworks with business growth objectives, fostering seamless integration and operational success.
- Implemented strategic improvements contributing to a more agile production environment and future scalability.

Infrastructure Development – Noida Sec-5 5 Months

- Spearheaded infrastructure development for Reflect Sculpt Private Limited, focusing on IT upgrades to accommodate business expansion.
- Enhanced the existing office building's IT infrastructure, improving system capabilities and efficiency.
- Executed a detailed transition plan, ensuring

minimal downtime during infrastructure upgrades.
- Collaborated with cross-functional teams to facilitate seamless integration of new systems and technologies.

ERP Implementation – FCA 10 Months

- Led the implementation of an ERP system for Reflect Sculpt Private Limited to align with organizational goals.
- Enhanced operational processes through effective changes driven by ERP integration.
- Conducted comprehensive training sessions for team members to improve adoption rates of the new system.
- Collaborated with cross-functional teams to ensure seamless transition and integration of the ERP system.

EDUCATION

MS / M.Sc. (Science) — Sikkim Manipal University (SMU) 2012
BCA — Indira Gandhi National Open University (IGNOU) 2007
12th (English Medium) — Jharkhand Board 2001
10th (Hindi Medium) — Bihar Board 1999

CERTIFICATIONS

MCITP | ITIL Foundation | Cisco CCNA | Certified Ethical Hacker (CEH) | NSE 2 Network Security Associate

TOOLS & TECHNOLOGIES

Microsoft Dynamics 365 Business Central · Microsoft Office 365 · Microsoft Azure · Windows Server · NAS & Backup Solutions · Firewall (Fortinet / Gateprotect) · Kaspersky Antivirus · eScan Antivirus ·

Trend Micro OfficeScan · Cisco Networking · CCTV / Access Control · HRMS

LANGUAGES

English | Hindi