Dynamic IT Leader with extensive experience in strategic IT management, boasting over 25 years in technology transformation across diverse industries. Expertise in driving digital initiatives, overseeing large-scale IT projects, and optimizing systems to enhance operational efficiency. Notable achievements include implementing SAP solutions that improved revenue by 15% and developing low-code platforms for workflow automation. Committed to leveraging technological advancements to add value, streamline processes, and facilitate growth, ensuring alignment with business objectives.

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## Executive Summary

- Expert in leading teams that perform in complex IT scenarios in order to support business facing services covering the entire value chain of the organization.
- Leverage Strong executive presence coupled with business /domain knowledge in Anchoring (CXO, CFO, COO) relationships /Stake holder meetings & discussions.
- Developed Technical Architecture road-map and processes to ensure that the technology life cycle is managed within the organization.
- Responsibility included business process modelling, project conceptualization and end-to-end project delivery.
- Generating high level design of system/technical requirements, based on the user's requirements.
- Interacting with cross functional business team to understand/fulfil their business requirements. Ensuring that IT supports their operations.
- Implement IT Policy & procedures for Information security, Manage IT budgets, Maximize IT business growth through low cost IT operations, Provide MIS to Business leaders, negotiate large enterprise Agreements / contracts / SLA's.

## Work Experience

### Head IT
Raptakos Brett& Co.
Mumbai                                                                          08/2024 – 08/2025

- Continuously spearheading improvements across IT infrastructure, systems, and processes to meet evolving business and regulatory demands.
- Formulating and executing strategic IT and operational roadmaps that align with long-term business goals and objectives.
- Monitoring shifts in the business landscape to proactively identify IT-driven opportunities for organisational growth and transformation
- Leading the digitisation of key business functions such as Manufacturing, Supply Chain, Finance and Accounts, and batch traceability.
- Overseeing the deployment and optimisation of low-code/no-code platforms like PowerApps and SharePoint for workflow automation.
- Driving analytics maturity through Power BI, enabling real-time dashboards and insight-driven decision-making.
- Reviewing IT service performance against defined SLAs, identifying improvement opportunities, and ensuring seamless IT-business collaboration.
- Actively participating in strategic governance forums to align IT investments with business priorities, regulatory compliance (including pharma standards), and enterprise risk frameworks.
- Reporting: CMD.

## Vice President & Group CIO

Oswal Group
Ludhiana                                                                                              08/2022 – 08/2024

- Leading the information Technology function of a rapidly growing conglomerate in Textile (Yarn Manufacturing), Real Estate, Retail, and eCommerce.
- Developing IT strategy for the group and drafting an IT roadmap aligned with the business strategy for growth.
- Transforming and recommending new innovative technologies such as a digital factory, Robotics, AI/ML, IT, and RPA solutions for the organisation.
- Creating an IT organisation that benefits the group's companies through digitally enabled, innovative, and SOP-driven process implementations.
- Driving seamless operations and effective maintenance of enterprise architecture, applications, and infrastructure while safeguarding the enterprise from security threats.
- Defining guidelines for IT budget preparations at the group level.
- Understanding business needs regarding new applications, solutions, and tools to facilitate automation, process improvements, cost reduction, and enhanced customer experience.
- Driving the development and upgrading of IT systems, procedures, and processes to meet evolving company needs and enhance operational effectiveness and efficiency.
- Identifying and signing contracts/MOUs with infrastructure, application, and security partners for company-specific requests/solutions.
- Establishing IT policies, procedures, and governance frameworks to ensure compliance with industry regulations and standards.
- Evaluating and implementing CCTV, NVR, and attendance systems solutions.
- Collaborating with cross-functional teams to drive digital transformation initiatives and implement innovative technologies.
- Implementing Runo CRM, a unique CRM application for capturing leads for Real Estate and Direct Selling, which has helped the operations team track leads.
- Rolling out WhatsApp and WebBot for the Real Estate and Direct Selling business units, giving us a competitive edge in the region.
- Implementing the Pathfinder application, a revenue-sharing solution for our commercial property, as a comprehensive application for mall management.
- Reporting: CMD

## Consultant

Mumbai                                                                                               11/2021 – 08/2022

- Driving digital transformation, infrastructure, and ERP management initiatives.
- Responsible for understanding and documenting various processes within operations, from procurement and packaging to logistics, payment collection, and overall supply chain management.
- Focusing on identifying any gaps or inefficiencies in existing processes to facilitate investment raises.
- Creating actionable deliverables for core change management plans: Sponsor Plan, People Manager Plan, Communications Plan, and Training Plan.
- Defining requirements for ADM (Application Development and Maintenance) benchmarks based on clients' business requirements.

## Vice President & Group CIO

Jakson Group
Noida                                                                                                 02/2020 – 11/2021

- Collaborating with organisational leadership to devise comprehensive plans for business transformation.
- Building digital strategies and implementation roadmaps across business units, factories, and project sites.
- Driving digital transformation, infrastructure, and ERP management efforts.
- Overseeing the technological infrastructure (networks and computer systems) to ensure optimal performance, scalability, and high availability.

- Analysing the costs, value, and risks of information technology to advise management and suggest actionable measures.
- Serving as the functional lead for the entire IT infrastructure and initiatives across the organisation with a key focus on strategic alignment towards business using state-of-the-art technology, cost- effective, and innovative IT solutions alongside enhanced automation and robust MIS controls.
- Capturing demand, designing solutions, and implementing according to regional needs while maintaining balance with the global Is service portfolio.
- Implementing 'ProcurEngine' to create value through an extensive range of digital negotiations via RFx, e-Auction, and Dynamic Counter Offers in a fast and audit-compliant manner.
- Digital onboarding of new suppliers, including evaluation, approval, and supplier performance management.
- Customising CRM solutions to meet the unique requirements of each business unit: Distributed Energy, Solar Energy, EPC, and Hydrogen.
- Implementation ISO 27001.
- Reporting: CMD

## Group Head IT
**Safari Industries**
Mumbai                                                                                        11/2016 – 01/2020

- Executing greenfield implementation of S/4 Hana, the first in the luggage industry in India, on cloud with 18+ depots across India, a mother warehouse, and a manufacturing plant in Halol, alongside a sourcing plant in China.
- Managing IT services for a global manufacturing company with plants located throughout India and China, providing technology vision and leadership, ensuring a scalable and secure technical architecture aligned with business requirements, and ensuring future IT projects are strategic and supportive of the increasing demands of a diverse global workforce.
- Responsible for the comprehensive management of internal IT and enterprise applications, including SAP, NAS, Third-party applications, and all internal productivity (employee applications and hardware).
- Integrating with ecommerce and service providers such as Cloudtail India.
- Integrating SAP with PoS applications for owned showrooms.
- Implementing integrated DMS and Fiori workflows.
- Deploying a cloud mailing solution from Icewarp.
- Implementing a five-seater inbound call centre.
- Rolling out Workline HRMS as an end-to-end HRMS solution.
- Reporting: CMD & CFO

## Head IT
**Nelco Ltd [Tata Group]**
Navi Mumbai                                                                                  08/2006 – 11/2016
- Implementing Greenfield SAP ECC on the SaaS model (Software as a Service).
- Introducing processes and controls using ERP as a core application, resulting in a 15% increase in revenue and bottom line.
- Coordinating with functional consultants and managing business process re-engineering initiatives.
- Leading audits for ISO 9001, ISO 21000, ISO 27000, TL9000, and TBEM quality systems as a lead auditor for ISO and TBEM.
- Spearheading multiple projects focused on digitisation, process improvements & governance.
- Reporting: Executive Director & CFO

## Head IT
Textrade International
Mumbai                                                                                        12/2004 – 08/2006
- Re-implementing SAP ECC with core modules and a customised solution for export documentation.
- Conducting business process reengineering for optimal SAP usage.
- Implementing workflow on Lotus Domino in response to business needs.
- Reporting: CMD

## Head IT

Apnaloan.com India Pvt Ltd
Mumbai                                                          03/2003 – 12/2004
- Re-engineering CRM application for upselling and cross-selling opportunities.
- Rolling out a 300-seater outbound call centre in Delhi and Bangalore.
- Strengthening voice & data network through IP telephony.
- Reporting: CIO & Founder

## AM IT

eMerck Ltd
Mumbai                                                          12/1997 – 02/2003
- Core Team Member for SD Module.
- Establishing an international leased line with frame relay services for intranet access to the parent company in Merck Germany and Singapore for SAP.
- Developing VSAT and Leased Line Network for SAP as a regional project.
- Setting up leased lines with ISDN as a backup for dedicated Internet access.
- Played lead role in making applications & Infra Y2K Migration complied.
- Migrating the eMail server from SprintRPG to Lotus Domino.
- Reporting: Head IT

## Sr. Support Executive

ARC Consultants
Mumbai                                                          10/1996 – 12/1997

## Support Executive

Login Computers
Mumbai                                                          04/1995 – 10/1996

## Education

MBA – IT                                      Bachelor – Economics
NIBM Chennai                                  Mumbai University Mumbai

### CERTIFICATES

| COBIT 5 | PRINCE 2 PRACTITIONER | ITIL v4 |
|---|---|---|
| Advance Diploma in Systems Mgmt -NIIT | SAP SD Certified consultant | Cyber Security |
| Digital Analytics | SEO | Network Security Associate |
| Threat Landscape | Digital Marketing | |

### SKILLS

| IT Strategy & Planning | Digital Transformation | IT Governance & Compliance |
|---|---|---|
| Partner Management | Business Process Optimization | Cloud computing & SaaS |
| Cybersecurity & Risk Management | Team leadership & development | Budgeting & Cost Control |
| Stakeholder Management | Forward thinker | |

## Industries / Business Verticals

| Diversified energy & Infrastructure company having expertise in Distributed Energy, Solar Solutions & Electrical EPC Solutions | Luggage Manufacturing, eCommerce, Chain of own Stores/showrooms | Engineering & Manufacturing |
|---|---|---|
| Textile Mfg. | Pharma Mfg. | BPO |
| Real Estate | Consultation | Software Development & Hardware |

**Abhay Munje**