

Prashant Pokarna



CAREER SNAPSHOT

- Result-driven professional with over 24+ years' qualitative experience as Business / IT Service management coach, in IT Service Management, Quality, IT Infrastructure Management, People Management, Project Management, Account Management, and Technical Support.
- **Authorized ITIL Trainer (PEOPLECERT)**
- **Authorized Trainer PRINCE2 Foundation & Practitioner (PEOPLECERT)**
- **Certified ITIL Expert, APMG, UK**
- **Certified PRINCE2 Practitioner, APMG, UK**
- **Conducted more than 3000+ hours of Training on ITIL**
- **Conducted more than 1000+ hours of Training on PRINCE2 Project Management**
- **Lead Tutor for ISO 9001, 27001, 22000**
- **Currently writing a book on ITSM/ITIL, a complete Indian Version for Anybody & Everybody**
- Successfully implemented Infrastructure Management Courses with ITIL in major Indian Universities
- Conducted more than 6000+ hours of Training on IBM & Non-IBM IMS Tools
- IBM Authorized Trainer & Tool Certified for IT Infrastructure Tools (Tivoli Storage Manager, Tivoli NetCool, Tivoli Workload Scheduler, Tivoli IAM, TDP for Oracle, Exchange, MSSQL, Sharepoint)
- Managed IT Infrastructure Implementations, Administration Projects & Operational Team's,
- Project Manager for S/W Development Projects i.e. Customized HR & Payroll Applications, S/W Testing Projects i.e. LDAP / Directory Server Testing in India & Gulf
- Project Manager for BUR Implementations with IBM Tivoli Storage Manager.
- Project Manager for Implementation of Single Sign-on with IBM Tivoli Security Tools

Specific Expertise

- Well versed with ISO 20000, ISO 27001 standards for IT Infrastructure Management, Information Security
- Conducting ISO, ITIL & Security Audits as a Internal Auditor
- Initiating, Planning, Designing, Implementing ITIL Processes for various Organizations i.e. Incident Management, Problem Management, Service Request Management, Change Management, Configuration Management, Request Fulfillment, Availability etc.
- Specialized in GAP Analysis for implementing / mapping existing frameworks to ITIL V3.
- Special expertise in ITSM Process Tailoring, Mapping & Automation
- Planning, Designing & Implementing Standard & Customized ITIL V2 & V3 Foundation Trainings
- Specialized in BUR (Backup & Recovery) Applications with IBM Tivoli Storage Manager, HP Data Protector, Symantec Net Backup, NetApp Filer & Microsoft Data Protector.
- Specialized in ITSM Tools i.e. IBM Tivoli Netcool / OMNIBus, Impact, Tivoli Workload Scheduler, Tivoli Business Service Request Manager
- Well versed in Security Applications i.e. Tivoli Directory Server, Tivoli Identity Manager & Access Manager as a Project Manager in implementations.
- Handling a special role of analyzing GAPS between Academia & Industry, helping in minimizing via on campus trainings, guest lectures, and one is to one meeting, consultation to Universities & Colleges etc.

Some Clients

IBM India & IBM Global	Accenture, Bangalore
Etisalat (Dubai & Afghanistan)	UAE Academy (UAE)
Reserve Bank of Fiji (Fiji Islands)	Bank of South Pacific (Fiji Islands)
Spice Telecom (Nepal)	National Development Bank (Sri Lanka)
Wipro Technologies	HCL Technologies
ATOS Origin, Mumbai	Synechron, Pune
CapGemini	SEED Infotech Pvt. Ltd (Open House Workshops)
NIIT Technologies (Noida)	SEARS Holding Corporation - IT (India, Pune)
Quick Start Global (Pune)	Hitachi Consulting (Pune)
Indian Railways H.O (Jamalpur, Bihar)	IIT (Kanpur)
Ministry of Defence (India, MAU, M.P)	Uttar Pradesh Technical University
King Faizal University for Petroleum & Minerals (Saudi Arabia)	Veer Jijamata University (Mumbai)
Rajasthan Technical University	Gujrat Technical University