Santosh Giri

Digital Transformation & Enterprise IT Evangelist | Real Estate, Healthcare & Manufacturing



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Summary

***Strategic and results-driven IT leader** with a proven track record of architecting large-scale digital ecosystems, driving enterprise-wide transformation, and delivering measurable business impact. Adept at orchestrating cross-functional technology initiatives, optimizing IT budgets, and implementing high-impact CRM, ERP, and BI solutions. Visionary change agent known for leveraging AI, automation, and data analytics to unlock revenue, enhance operational efficiency, and strengthen governance frameworks. Influential stakeholder partner with strong execution rigor, delivering scalable, future-ready technology solutions across real estate, healthcare, and manufacturing domains.*

Core Competencies

- Enterprise Digital Transformation
- IT Strategy & Budget Governance
- CRM (Salesforce) Implementation
- ERP & Financial Systems (SAP, IN4, DMS)
- Business Intelligence & Analytics (Tableau)
- IT Infrastructure & Cloud Architecture (Azure, GCP)
- Vendor Management & Strategic Sourcing
- Process Optimization & Automation
- IT Service Management (ITSM & SLA Governance)
- Cross-Functional Leadership & Stakeholder Management

Education

- **B.S.C - IT |** Mumbai University

Professional Experience

General Manager IT

Chandak Realtors Pvt Ltd (Chandak Group) **Sep 2024 - Present**

MAJOR PROJECTS:

- **Real Estate Digital Ecosystem:** Architected **Rs. 7 Crore** annual IT budget governing **12+** enterprise systems across sales, construction, finance, legal, and customer experience verticals.
- **HRMS Implementation & Digitization:** Successfully implemented **HRMS platforms (Darwinbox, PeopleStrong),** enhancing HR process automation, data accuracy, and employee lifecycle management.
- **Salesforce CRM Implementation:** Delivered end-to-end CRM from pre-sales lead management to post-booking engagement, integrating WhatsApp and 360-degree calling solutions.
- **IN4 Velocity ERP Deployment:** Deployed multi-bank API-integrated ERP enabling real-time payment processing, vendor payment cycle streamlining, and financial reconciliation.
- **Vendor & Construction Portals:** Built a self-service vendor portal and rolled out the GreenAiry construction monitoring platform, tracking project milestones across all active sites.
- **Tableau BI & ITSM Implementation:** Drove executive BI dashboards for sales, construction, and payment KPIs; deployed SLA-driven ITSM ticketing across all locations and experience centers.
- **Healthcare IT Infrastructure:** Led multi-vendor evaluations for Pneumatic Tube Systems, JCI Security, BMS, and Zero-Trust Architecture across Chandak and Damani Hospitals.
- **Contract Management Dashboard:** Architected a CXO-level contract intelligence dashboard monitoring TAT, SLA breaches, revenue blockages, and litigation exposure firmwide.

KEY DELIVERABLES:

- **Revenue Impact:** Unlocked identification of **Rs. 28 Crore+** in delayed revenue through contract analytics dashboard delivered directly to CXO leadership team.
- **Cost Savings:** Generated **Rs. 61.65 Lakh** in savings over **10 years** via strategic PTS vendor selection between SWISSLOG and AEROCOM systems.
- **Enterprise Platform Scalability:** Successfully implemented and operationalized **12+ enterprise** platforms across real estate and healthcare verticals with measurable business outcomes.
- **Budget Governance:** Planned, governed, and executed **Rs. 7 Crore** IT budget with full accountability, strategic oversight, and quantifiable organizational impact.
- **Infrastructure Excellence:** Operationalized **5+** experience centers across Mumbai with complete IT, AV, interactive panels, LED displays, and high-availability network infrastructure.
- **AI & Digital Transformation:** Elevated the firm's technology maturity from manual Excel operations to Salesforce, Tableau, AI-powered tools, and enterprise ITSM platforms.

IT Head

Quba Architectural Products Private Limited. **Apr 2021 – Aug 2024**

MAJOR PROJECTS:

- **ERP & Inventory Management:** Managed end-to-end SAP BYD ERP and inventory management systems, driving process optimization and operational efficiency across Quba Group.
- **CRM & SFA Implementation:** Deployed CRM and Sales Force Automation platforms, enhancing key customer relationship management, sales productivity, and marketing strategy inputs.
- **IT Network & Infrastructure Design:** Architected and executed IT network strategies, infrastructure solutions, and internal IT projects aligned with Quba Group's operational guidelines.
- **Distribution Management System:** Implemented DMS to digitally track secondary sales across the distribution model ranges, improving supply chain visibility and sales reporting accuracy.
- **System Migrations & Integrations:** Led enterprise-wide system migrations, integrations, and cross-functional implementations covering requirement analysis, budgeting, scheduling, and rollout.
- **Project Charter & Planning:** Developed comprehensive project charters, integrated project plans, resource plans, and contingency frameworks, ensuring structured delivery of all initiatives.

KEY DELIVERABLES:

- **Cross-Functional Leadership:** Supervised design, development, and implementation of new products across cross-functional teams, driving collaboration, mentorship, and high-performance outcomes.
- **Vendor Management & SLA Compliance:** Evaluated, selected, and managed vendors, ensuring strict adherence to SLA parameters and continuous compliance through regular stakeholder interactions.
- **Benefits Tracking & Realization:** Identified, measured, and tracked planned versus achieved benefits, delivering regular stakeholder updates and making data-driven project adjustments.
- **Stakeholder Engagement & Success Metrics:** Collaborated with business stakeholders to define success metrics, track progress milestones, and align project outcomes with organizational objectives.
- **Business Development & Client Relations:** Built strong client relationships, managed key accounts, and supported business development initiatives, driving revenue growth and operational excellence.

Professional Courses

- **Certified as a Microsoft technologies specialist (MCTS) with expertise in Microsoft**
- **Certified Cyberoam Network & Security Professional (CCNSP)**
- **Proficient in Cisco technologies including Switching & Routing, Security, LAN/WAN, Wi-Fi, and Video & Voice**
- **Completed comprehensive training of the CCNA from concept to completion**
- **Currently pursuing ITIL certification process**

IT Skills

- **Enterprise Applications:** Salesforce CRM, SAP Business ByDesign (SAP BYD), IN4 Velocity ERP, Logic ERP, GINESYS ERP, Distribution Management System (DMS), Sales Force Automation (SFA), Omnichannel & EasyRewards Platforms
- **Business Intelligence & Analytics:** Tableau, Pensar BI, Retail BI Solutions, Executive Dashboarding, Data Visualization & KPI Analytics
- **Cloud & Infrastructure:** Microsoft Azure, Google Cloud Platform (GCP), Hybrid Cloud Architecture, Data Center & Network Design
- **IT Service Management & Governance:** ITSM Tools (SLA-driven ticketing systems), ITIL Framework
- **Networking & Security:** MPLS VPN, Firewall Configuration (Cyberoam, Sophos), Tripwire Vulnerability Management, Zero-Trust Architecture
- **Integration & APIs:** REST APIs, Multi-Bank API Integrations, WhatsApp Business API, 360-Degree Calling Solutions
- **Operating Systems:** Windows Server Environments, Linux (Open Source), Virtualization Platforms (Hyper-V), Enterprise Network Environments
- **Emerging Technologies:** AI-Powered Tools, Automation Platforms, Smart Construction Monitoring Systems (GreenAiry), IoT-enabled Infrastructure Systems

Personal Details

- **Languages Known:** Hindi, English & Gujarati

- **Continuous Improvement & Process Design:** Championed continuous improvement initiatives, redesigning systems and processes to enhance operational efficiency and enterprise-wide performance standards.

Sr. IT Manager

Deal Global Fashion Pvt Ltd. **Jun 2014 – Mar 2021**

MAJOR PROJECTS:

- **ERP Implementation & Upgrades:** Implemented and upgraded Logic ERP, SAP, GINESYS, and ERP-LOGIC systems, automating international customer operations across **the UAE, UK, and East regions**.
- **Cloud Migration & Infrastructure:** Successfully migrated on-premise solutions to GCP and Azure cloud platforms, optimizing performance and reducing operational costs significantly.
- **Network Security & Vulnerability Management:** Deployed Tripwire Vulnerability Management, Sophos Network Security, and migrated **10 MPLS VPNs** with **100 firewall rules** to a Cyberoam appliance.
- **Mobile CRM & Omnichannel Solutions:** Spearheaded PAN India mobile-based CRM implementation across 3 verticals with **200+ active users**, integrating Omnichannel and Easyrewards platforms.
- **BI & Retail Analytics:** Utilized Pensar BI Tool and BI Retail Solution to manage data insights, analyze business growth, and uncover opportunities across PAN India stores.
- **Distribution & Channel Management:** Implemented DMS for secondary sales tracking, provided extensive billing support to distributors and channel partners across the distribution model ranges.
- **Process Automation & Agile Transition:** Directed transition from Waterfall to Agile methodology, initiating process automation for international operations and streamlining technology frameworks.

KEY DELIVERABLES:

- **Cost Reduction & Savings:** Reduced annual operating expenditures significantly through On-Site Remote Solution development and Open Source Linux OS deployment across infrastructure.
- **Network Backup Automation:** Designed and implemented automated network backup devices, delivering significant cost savings and ensuring business continuity across all locations.
- **Financial Services & File Integrity:** Strategized and led file integrity management for financial services, covering global internal IT projects and process governance frameworks firmwide.
- **Stakeholder & Team Leadership:** Led a team of 5 as Single Point of Contact, delivering organizational goal updates, pre-sales IT scoping, and cross-functional coordination effectively.
- **IT Budget & Governance:** Finalized and governed IT budgets covering deployment, infrastructure, and network security, ensuring strategic cost control and investment optimization.
- **Risk Mitigation & Business Continuity:** Conducted Proof of Concept on remote web solutions, mitigating business risks for remote users and strengthening enterprise-wide operational resilience.
- **Offshore & Transition Management:** Administered technology transitions from incumbent partners to Deal Global, directing back-office and ERP offshoring for seamless business continuity.

Earlier Career Glimpse

IT Manager

Ivory Tag. **Nov 2012 – Jun 2014**

KEY DELIVERABLES:

- Spearheaded **migration of 200+ users from desktops to cloud platforms**, upgrading firewall systems and delivering significant recurring operational benefits.
- Controlled **IT budgets and expenditures**, defining per-seat pricing models, operating frameworks, and value propositions ensuring strict financial policy adherence.
- Independently executed **on-premise ERP solutions**, deployed Open Source Linux OS, and established remote store solutions across multiple business verticals.
- Hired, managed, and directed **IT personnel, contractors, and 15+ channel partners**, resolving performance issues and ensuring seamless project delivery outcomes.
- Developed and implemented **enterprise-wide electronic data processing policies**, computer systems procedures, and network policies across 100+ user environments.
- Collaborated with **Directors and senior leadership** to analyze system requirements, successfully implementing technology solutions aligned with organizational objectives.
- Independently established **200+ seat voice and back-office client operations** in Mumbai, facilitating structured on-premise vendor setups and new user onboarding.

Head Technology

Roxon Clothing Pvt Ltd **Oct 2010 – Apr 2012**

KEY DELIVERABLES:

- Spearheaded migration of **200+ users from desktops to cloud**, leading firewall upgrade to Cyberoam devices and deploying Open Source Linux OS across business verticals.
- Designed network policies, per-seat pricing models, and complete service offerings, conducting due-diligence for new business opportunities and vendor **on-premise structure setup**.
- Maintained **15+ channel partner communications**, establishing remote store solutions, supporting 100+ users, and independently managing end-to-end ERP on-premise deployments.
- Independently setup **200+ seat voice and back-office operations** in Mumbai, executing investor relations audits, business development assessments**,** and new system development initiatives**.**

Team Leader

Xpress Computers Pvt Ltd. **Jul 2006 – Oct 2010**