



# WG CDR APARNA AGARWAL

Age: 36 Years | Experience: 14 Years

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Versatile technocrat and high-motivated Military Leader with nearly 14 years of experience in IT Infrastructure Management, IT Governance, Information Security, System Administration and IT Operations, IT Project Management, Vendor Management. I believe in providing solutions to problems using Technology through adept leadership and apt application of sound management practices.

## JOINT DIRECTOR- IT & OPERATIONS

- Applied agile methodology to inculcate technical discipline and excellence among a team of 200+ technical professionals, identified bottlenecks, and process gap, though analytical planning and raid to mitigate risk, met 100% target deadlines and achieved project goals with budget planning, control and timeline adherence.
- Commanded two communication units responsible for extending mission critical communication to Air Defense units. Ensured 99.99% operational effectiveness whilst leading team of 200+ in unrelenting & dynamic environments.
- Handled IT procurement, provisioning, budget planning and control, Vendor management, and inventory management of Inventory worth 50 crores approx. Through effective change management and adoption of inventory control procedures, achieved 20% reduction in inventory losses.
- Proactive collaborated with internal and external stakeholders to develop and implement a robust disaster recovery (Crisis Management Plan) and Operations Continuity Plan with foresight, contingency and strategic planning. Conducted regular simulations, training and assessment, resulting in a 40% reduction in recovery time during real-world incidents.

## SENIOR PROJECT MANAGER- IT & CYBER SECURITY

- Implemented LDAP-based Single Sign-On (SSO) solutions, streamlining user authentication across applications and services. Monitored LDAP infrastructure, performing regular maintenance and updates to ensure reliability and data integrity.
- As part of PICG(Project Implementation Core Group) for Network For Spectrum (NFS) project, worked closely with engineering, logistics, operations and executive team to ensure timely implementation of project.
- Conducted cyber awareness campaigns to identify and mitigate IT-related risks, and to ensure zero-violation as well as to enhance user awareness and secure operations. Achieved Zero violations for consecutive three years by compliance audits, strict controls as well as by enhancing employee awareness.
- Orchestrated the transition from a legacy system to a Centralized Internet Access Server (Unified Threat Manager), leveraging research and automation to conduct gap analysis, ensuring compliance with relevant legislation. Achieved an impressive 80% cost reduction while simultaneously enhancing security measures and access control.

## HR MANAGER & ADMINISTRATION

- Develop and implement HR strategies, policies, and practices that align with Organization objectives, comply with legal requirements, and promote a positive and productive workplace culture.
- Oversee and contributed to various initiatives that prioritize the well-being of our dedicated airwarrior and their families. Collaborated with local communities to create a strong support network for military families, offering assistance during deployments and emergencies.
- Advocated and led implementation of IT Project E Governance (ERP) where in the centralized database of over 200+ personnel was added and updated for elicit the employee data, skilling and training, performance feedback and payroll management.



## EDUCATION

- MBA , Business Management (Narsee Monjee Institute of Management Studies, Mumbai) 2021 -2023
- PGD , Aeronautical Engineering (Visvesvaraya Technological University, Belgaum) 2010 -2011
- BE , Computer Science (Baldev Ram Mirdha Institute of Technology, Jaipur) 2005 -2009
- Certification Course, Global Supply Chain and Logistics Management (IIIT, New Delhi) 2023 -2023



## CERTIFICATIONS

- Lean Six Sigma Course (green belt)
- Google Project Management
- Programming Languages-Python, Java, Asp.net, C, C++
- Audit capsule course for IT Audit and Compliance.
- Information Warfare Course
- Composite Communication & Computer Networking Course
- Workshop for Leadership and Behavioral Sciences
- Certified in Cybersecurity (ISC2)
- Microsoft Azure



## ACHIEVEMENTS

- Commendation by Air Officer Commander-In-Chief.
- First in the order of merit in the Professional Knowledge Course
- My unit (I am being Commanding Officer) was adjudged as the "Best Communication & IT Unit -2018" in Central Air Command.



## KEY SKILLS

- Leadership & Team Building
- Cyber Security
- Risk Management & Contingency Handling
- Project Management
- Problem Solving and Resource Management
- Policy Compliance, Governance and Auditing