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KUMAR KUNAL

EXECUTIVE SUMMARY

Visionary Head of Information Technology with over 15 years of progressive leadership experience, currently steering the technology strategy for Reflect Sculpt Private Ltd. (Gaurav Gupta), a globally acclaimed luxury couture brand. Expert in Digital Transformations, strategic migration from FCA ERP systems to Microsoft Dynamics 365 Business Central, unlocking operational scalability and real-time analytics. Proven track record in designing resilient IT Infrastructure, optimizing budgets, and enforcing robust Cybersecurity & Compliance frameworks to safeguard data. Adept at bridging the gap between technical execution and business strategy to drive revenue growth, operational efficiency, and seamless Omnichannel customer experiences.

CORE COMPETENCIES:

Strategic Leadership	ERP & Business Applications	Governance & Operations
IT Strategy & Roadmap Design	MS Dynamics 365 Business Central	ITIL v3 Service Management
Digital Transformation	Office 365 Management	HRMS
Budgeting & Cost Optimization	Legacy Migration (FCA Integral)	Disaster Recovery (DR) & BCP
Vendor & Stakeholder Mgmt.	Cloud Architecture (Azure/Hybrid)	InfoSec & Cyber Defence
Cross-Functional Team Leadership	Navision 2016	Audit & Risk Management

TECHNICAL SKILL SET

- ERP & Business Apps:** Microsoft Dynamics 365 Business Central, LS Retail, FCA Integral, SAP B1 (Familiar).
- Operating Systems:** Windows Server (2012/2016/2019/2022), Linux (Ubuntu).
- Networking & Security:** Fortinet, Sophos, Cyberoam, WatchGuard, VPN (SSL/IPSec), VLAN, SD-WAN, DLP.

- **Database:** MS SQL Server 2016/2019 (Administration, Backup, Query Optimization).
- **Virtualization & Cloud:** Hyper-V, VMware, Microsoft Azure (IaaS/SaaS basics), Office 365 Administration.
- **Tools:** MS Project, Power BI (Reporting), Active Directory, Group Policy Management.

PROFESSIONAL EXPERIENCE

REFLECT SCULPT PVT. LTD. (Brand: GAURAV GUPTA) | Noida/Delhi NCR A premier Indian luxury couture house with 5 flagship boutiques across India and a global presence at Paris Couture Week.

Head of Information Technology | Aug 2022 – Present Promoted to the top IT leadership role to define the technological vision, reporting to the Board of Directors. Leading a high-performance team of 12+ IT professionals across corporate and retail operations.

- **Strategic ERP Transformation (Dynamics 365):** Spearheaded the mission-critical migration from the legacy **FCA Integral** ERP to **Microsoft Dynamics 365 Business Central**. Orchestrated the entire project lifecycle—from business requirement gathering and vendor selection to Data Migration (ETL) and User Acceptance Testing (UAT). ERP support for production planning, inventory accuracy, and shop-floor coordination. IT enablement for supply chain & vendor integration.
- **Omnichannel Retail Architecture:** Architected the IT ecosystem for 5 flagship luxury boutiques (Delhi, Mumbai, Hyderabad, Kolkata) and the corporate headquarters. Implemented D365 to enable seamless inventory lookup, clientele, Sales across physical and digital touchpoints.
- **Infrastructure Resilience & BCP:** Modernized the data centre footprint by adopting a hybrid cloud model (Azure + On-Premises). Designed and tested **Disaster Recovery (DR)** protocols, implementing High Availability (HA) clusters to ensure **99.9% system uptime** during critical fashion week showcases and high-sales periods.
- **Cybersecurity & DPDP Compliance:** Formulated enterprise-wide Information Security policies aligned with **ISO 27001** standards. Deployed multi-layered defence mechanisms (Sophos/Fortinet UTM, Endpoint Protection) to safeguard proprietary couture designs and sensitive HNI client data, ensuring organizational readiness for the **Digital Personal Data Protection (DPDP) Act, 2023**.
- **Financial Planning & Cost Optimization:** Administered an annual IT budget, optimizing spending through strategic vendor consolidation. Negotiated rigorous SLAs with OEMs and ISPs, software licensing and hardware procurement costs.
- **Manufacturing process:** Manufacturing process digitization (BOM, inventory, production workflows)

Manager – Information Technology | Mar 2015 – Jul 2022 Managed IT operations, infrastructure stability, and support services during a period of rapid business expansion.

- **Legacy ERP Management:** Managed the full lifecycle of the **FCA Integral** ERP system. Configured modules for Finance, Inventory, and HR, and developed custom SQL-based reports to facilitate data-driven decision-making for production and sales teams.

- **Retail Expansion Projects:** Led the greenfield IT setup for new flagship store launches across major metros. Managed cabling, networking, CCTV surveillance, and POS hardware deployment, ensuring all sites were fully operational ahead of launch schedules.
- **Service Delivery Optimization:** Established a centralized IT Service Desk based on **ITIL best practices**. Defined SLAs for incident resolution and request fulfilment, reducing average ticket resolution time and significantly improving end-user satisfaction.
- **Remote Work Enablement (COVID-19 Response):** Rapidly architected and deployed secure remote access solutions during the pandemic. Enabled design and administrative teams to work seamlessly from home, during lockdowns.
- **Asset & Vendor Lifecycle Management:** Implemented a centralized Asset Management System to track the lifecycle of IT assets. Negotiated contracts with ISPs and hardware vendors to secure favourable payment terms and extended support guarantees.

Prior Experience: Technical Consultant at COMGUARD INFOSOL PVT. LTD. (2013-2015) | Sr. Executive (Pre-Sales & Technical Support) at MICROWORLD SOFTWARE SERVICES PVT. LTD. (2011-2013) | System Engineer at Softel Solutions (2009-2011) | Technical Support Engineer at Sify Technologies (2007-2009).

EDUCATION & CERTIFICATIONS

- **Master of Information Technology (M. Sc.IT)** | Sikkim Manipal University | *Grade A*
- **Bachelor of Computer Applications (BCA)** | IGNOU, Delhi
- **Certifications:**
 - **ITIL V3 Foundation** (IT Service Management)
 - **MCITP** (Microsoft Certified IT Professional)
 - **CEH** (Certified Ethical Hacker)
 - **Fortinet NSE 2** (Network Security Associate)
 - **CCNA** (Cisco Certified Network Associate)

PERSONAL DETAILS:

Nationality : Indian

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