

WILLIAM BELL

Senior Director of IT

Distinguished expert with 20 years of impactful leadership specializing in infrastructure solutions.

CONTACT DETAILS

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LinkedIn

Bangalore, India

AREAS OF EXPERTISE

- Global Capability Center Leadership
- Global IT Infrastructure Management
- Security and Compliance
- Organizational Building and Transformation
- Merger and Acquisitions Expertise
- Sourcing and Vendor Management
- IT Project Management
- IT Service Management/Operations
- Quality, Governance
- Process Excellence
- Strategic Planning for IT Center and Operations
- Risk Management and Business Continuity Planning (BCP)
- People & Performance Management
- SAP ERP Development Management
- Employee Engagement
- User Support and Training
- Technical leadership
- Database Management
- Budget Management

EDUCATION

Professional Certificate Program in General Management

IIM Kozhikode, 2022-2023

PGDBA in Operations

Symbiosis Centre for Distance Learning, Pune, 2010-2012

Diploma in Computer Hardware & Maintenance

Govt. Polytechnic Meppadi, Kerala, 2000-2003

PROFESSIONAL SUMMARY

As the Senior Director of Information Technology at Actylis, I bring a robust skill set and proven expertise in driving digital and IT transformations across diverse industries. My leadership has been instrumental in efficiently managing global initiatives, encompassing Global IT Infrastructure, Digital Transformation, and the successful implementation of comprehensive Cybersecurity strategies. A key focus of my role involves specialized knowledge in cybersecurity strategies and enterprise mobility solutions, ensuring the establishment of robust and secure IT environments.

As a seasoned professional, I specialize in strategic IT management, aligning closely with overall business objectives and optimizing financial resources. I have demonstrated proficiency in developing and implementing IT policies, procedures, and standards to ensure compliance with regulatory requirements and industry best practices. My commitment to excellence is evident in my role as a driver of continuous improvement initiatives, enhancing the efficiency, effectiveness, and quality of IT services within the organization.

I navigate complexities in IT Infrastructure, Cyber Security, ERP, Cloud Strategy, Customer Experience, ZTNA, Salesforce, and eCommerce within the emerging technology landscape. Serving a pivotal role in operations and business development, I provide enterprise-level technical leadership. My responsibilities include developing strategic objectives, implementing innovative solutions, and optimizing IT systems. Leading a dedicated team, I identify and implement technology solutions to meet current and future organizational needs, executing optimal tech strategies for enhanced efficiency. I am committed to creating a comprehensive IT roadmap, linking business outcomes with future-proof capabilities, ensuring Actylis stays at the forefront of technological innovation.

CERTIFICATIONS & TRAINING

PMP - Project Management Professional

MCSE 2003 - Microsoft Certified System Engineer

VCP310 - VMware Certified Professional

ITIL V3 - Information Technology Infrastructure Library

MCTS - Microsoft Certified Technology Specialist (SCCM 2007)

ICF ACC - International Coach Federation

EARLY CAREER

Team Lead, XYZ India PVT Ltd, October 2011 – March 2015

System Administrator, EFI India PVT Ltd, June 2010 – September 2011

Function Lead, Accenture Services Pvt Ltd., Bangalore, July 2006 to June 2010

System Support Engineer, Network Solutions an IBM Company, Bangalore, July 2005 to July 2006

System Engineer, Login InfoTech Pvt Ltd Bangalore, Aug 2004 to June 2005

System Engineer, RS Computer Systems, Bangalore, June 2003 to Aug 2004

AWARDS & RECOGNITIONS

UBS Forum CIO of the Year Award, 2023 | CIOAXIS Innovative CIO Awards, 2023 | NEXT100 2022 Award – India's Future CIO | Merck India Award for Driving Employee Engagement, 2020 | Merck India IT Centre Annual Award, 2021 | EFI Most Valuable Professional (MVP) Award, 2013 | Accenture Excellence Performance Award, 2006

TANGIBLE IMPACT

- Demonstrated expertise in IT leadership, covering strategic planning, budgeting, vendor management, project oversight, and global IT operations.
- Successfully established an offshore IT global capability center, optimizing a collaborative global operating model to enhance efficiency and support IT & Digital transformation.
- Collaborated with internal stakeholders to align technical initiatives with overall business objectives, while also fostering relationships with external partners, vendors, and regulatory bodies.
- Led diverse teams across IT streams, including IT Infrastructure & Operations, Information Security, Application Delivery and Support, Governance & Compliance, and Project Management.
- Spearheaded transformative projects utilizing global IT capabilities in areas such as IT Infrastructure, Software Engineering, Data Platform, Automation, ERP, CRM, and Cyber Security.
- Responsible for selecting appropriate technology for strategic initiatives, evaluating infrastructure, business applications, cloud solutions, vendor partnerships, and forecasting technology budgets across 10 countries.
- Provided sustained value to businesses through the development of business-aligned IT strategy and architecture.
- Developed pragmatic strategies, enterprise architectures, Cloud Migration plans, cybersecurity frameworks, and IT transformation roadmaps aligned with business priorities and value.
- Evaluated current and future technologies, leading purchase planning to support both short and long-term IT initiatives.
- Possessed extensive onsite experience in the United States, Germany, and Denmark.
- Implemented a governance model for consistency across the organization and regions, along with Business Continuity Planning (BCP) and disaster recovery plans for uninterrupted service delivery.
- Demonstrated success in strategically navigating insourcing and outsourcing initiatives to achieve organizational objectives

WORK EXPERIENCE

Actylis (Aceto Pharma), Bengaluru

Oct 2021 – Present

Senior Director, Global IT Infrastructure and Actylis Global Capability Centre

As a key player at Actylis, I drive IT and Digital Transformation initiatives, leading strategic projects like Cloud Migration, eCommerce development, and Salesforce implementation. I oversee global IT infrastructure in 10 countries and manage the Bengaluru global capability center, contributing to a transformative and sustainable IT ecosystem for Actylis. I lead IT initiatives in alignment with organizational goals for sustained growth and excellence.

Key responsibilities:

- Led global IT operations and the India global capability center, overseeing infrastructure, applications, and support services.
- Accountable for global IT infrastructure across 10 countries, ensuring alignment with Actylis' business objectives.
- Developed and implemented IT strategies and roadmaps, fostering the development of the global capability center.
- Defined and implemented a cybersecurity roadmap, enhancing endpoint protection through next-gen antivirus, secure web gateway, and ZTNA solutions.
- Led cross-functional teams across IT streams, including Infrastructure & Operations, Information Security, Application Delivery and Support, Governance & Compliance, and Project Management.
- Participated in strategic planning for IT operations, project planning, and budget planning efforts.
- Managed the IT budget and resources, ensuring efficient utilization and effectiveness.
- Oversaw staffing, onboarding, and competency development at the global capability center in India.
- Acquired new software and hardware, negotiated service contracts, and built relationships with vendors and service providers.
- Developed and implemented IT policies, procedures, and standards to ensure compliance with regulatory requirements and industry best practices.
- Drove continuous improvement initiatives to enhance the efficiency, effectiveness, and quality of IT services.
- Established metrics and service level agreements to continually improve the performance of IT Operations.
- Analyzed the costs, value, and risks of information technology, providing insights and suggestions to management.
- Delivered transformational projects leveraging global IT capabilities in Software Engineering, Data Platform, Automation, ERP, CRM, and Cybersecurity.
- Actively collaborated with business leaders to create integrated digital platforms and a common scalable vision for key processes.
- Partnered and contributed to building eCommerce solutions for business growth.
- Integrated business systems with ERP and CRM as part of merger and acquisition strategies.

Merck Group

Designation Chronology:

Senior Manager, IT (SAP ERP, Application Development and Service Management), Jan 2020 – Oct 2021

Senior Manager, IT Infrastructure India and Southern & East Africa & Governance, Feb 2019 – Dec 2019

Manager, IT Infrastructure Client and Server Operations (APAC), Feb 2017 – Feb 2019

Key responsibilities as Senior Manager -IT (SAP ERP, Application Development and Service Management):

- Led a highly skilled Information Technology team at Merck, responsible for SAP ERP and Winshuttle Development, overseeing a broad scope of accountability, including SAP Technical Template integrity and stability.
- Ensured SAP ERP excellence through Application Expertise, Solution Design, Implementation, Demand & Change Request Management, Authorisation, Data Security Management, Application Support, Problem Management, and Strategic Development planning.
- Actively collaborated with business leaders to create integrated digital platforms and establish a common scalable vision for key processes.
- Built and led high-performing teams, attracting, retaining, and developing a highly skilled group of engineers specializing in SAP ERP, SAP Security, Winshuttle, APO, IBP for multiple enterprise landscapes.

- Defined a long-term talent strategy across technologies, providing supervision, mentoring, and development opportunities for associates and managers.
- Drove innovation and improvement within the team, encouraging an agile and creative culture focused on enhancing tools and processes.
- Developed an annual operating budget, effectively managing external and project spend to ensure cost-effectiveness and financial accountability.
- Drove employee engagement at the Merck IT Centre, encouraging innovation to reduce rework and avoid repetitive low-complexity tasks.
- Established an offshore delivery team and a highly optimized global operating model to enhance efficiency.
- Established clear lines of sight between employees, their day-to-day work, and their goals & objectives, ensuring alignment with organizational objectives.
- Planned strategic hiring to acquire new skills, manage growing complexity, and meet evolving demands in the rapidly changing IT landscape.

Key responsibilities as Senior Manager, IT Infrastructure India and Southern & East Africa & Governance:

- Led IT Operations in India and Southern & East Africa, providing strategic leadership and overseeing the successful deployment and day-to-day sustainment of IT operations in new facilities.
- Managed IT End User Support across 7 countries, ensuring efficient and responsive services for diverse user needs.
- Spearheaded projects for the setup of IT infrastructure in new office premises, demonstrating proactive project management skills.
- Directed Site and data centre consolidation projects, optimizing resources and enhancing operational efficiency.
- Led the IT Governance Team, ensuring alignment with organizational goals and compliance with governance standards.
- Developed and managed an annual operating budget for IT infrastructure, overseeing operating and project expenditures.
- Built and managed an IT Infrastructure capability, seamlessly integrating with the global IT infrastructure to enhance overall organizational efficiency.
- Conducted weekly team meetings, one-on-one sessions, and quarterly performance reviews to foster a cohesive work environment and ensure team effectiveness.
- Analyzed and improved departmental operations, implementing new procedures to increase productivity and resource utilization.
- Demonstrated financial acumen by developing and managing an annual operating budget, overseeing external and project spend to ensure cost-effectiveness.

Key responsibilities as Manager, IT Infrastructure Client and Server Operations (APAC):

- Led IT Operations in the APAC region, providing strategic leadership and ensuring seamless IT deployment in new facilities and day-to-day operational sustainment.
- Managed IT infrastructure across 9 countries in the APAC region, overseeing diverse operational aspects.
- Spearheaded projects for the setup of IT infrastructure in new office premises, showcasing effective project management skills.
- Led the IT Vendor Management Team, ensuring effective collaboration and management of vendor relationships.
- Developed and managed an annual operating budget for IT infrastructure, overseeing both operating and project expenditures.
- Built and managed an IT Infrastructure capability for APAC, successfully integrating it with the global IT infrastructure for enhanced efficiency.
- Identified and consolidated business requirements, developed designs, proposed annual budgets, and implemented solutions to meet dynamic business needs.

EFI India PVT Ltd. Bangalore

Manager, IT Operations (APAC)

April 2015 – Feb 2017

Key responsibilities:

- Spearheaded and executed comprehensive changes in processes and procedures, significantly enhancing operational efficiency and effectiveness within the IT infrastructure domain.
- Designed and implemented robust IT architecture, infrastructure, and applications meticulously aligned with dynamic business needs, ensuring a resilient and future-ready technological foundation.
- Identified, consolidated, and translated business requirements into actionable plans, proposing annual budgets and delivering innovative solutions that met and exceeded business expectations.
- Fostered a collaborative work environment through weekly team meetings, one-on-one sessions, and quarterly performance reviews. Effectively communicated both technical and non-technical requirements to senior management, cultivating high-performance, cross-functional teams.
- Conducted in-depth research to explore alternate, flexible, and cost-saving solutions, optimizing day-to-day operations and resource utilization while proactively addressing challenges.
- Successfully managed the entire lifecycle of IT projects, from initiation to closing, ensuring precise scope, adherence to schedules, and high-quality deliverables. Led project teams with accountability for project outcomes.
- Demonstrated adeptness in mitigating and transparently communicating risks associated with operational and technical changes, ensuring informed decision-making at all levels.
- Worked collaboratively with project personnel to identify and resolve complex problems, leveraging a hands-on approach and facilitating effective communication.
- Led negotiations and procurement activities, ensuring seamless installations of server and storage equipment. Skillfully managed vendor relationships, contracts, and service level agreements.
- Managed and supported hardware and software operations across the Bangalore datacenter and 30 remote data centers, overseeing 1000+ servers to provide uninterrupted 24/7 service to 3,000 employees, EFI customers, and resellers.
- Analyzed and optimized departmental operations, establishing new procedures to enhance productivity and resource utilization, showcasing a commitment to continuous improvement.
- Demonstrated advanced capabilities in process management, with hands-on experience in installing, configuring, and troubleshooting VMware ESX, SCCM 2007, and Windows Servers, ensuring the seamless functioning of critical IT systems.