

AMARDEEP SHARMA

Director – Information Technology | ERP Leadership | Digital Transformation |
University Administration

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PROFESSIONAL SUMMARY

Accomplished Information Technology and University Administration professional with more than 20 years of diversified experience in higher education, ERP administration, digital infrastructure, IT governance, institutional automation, and operational leadership. Experienced in managing enterprise-wide IT ecosystems, multi-campus university infrastructure, academic ERP systems, cybersecurity frameworks, and institutional compliance processes including NAAC and IQAC. Demonstrated expertise in aligning technology strategies with institutional goals to improve academic delivery, administrative efficiency, stakeholder engagement, and data-driven decision making.

Strong leadership capabilities in managing cross-functional teams, IT vendors, software deployment, system integration, process automation, and digital transformation initiatives across educational institutions. Skilled in policy implementation, infrastructure modernization, MIS reporting, server management, and strategic planning for technology-enabled campus operations.

CORE COMPETENCIES

- Strategic IT Leadership & Governance
- University ERP / HRMS / MIS Administration
- Digital Transformation & Institutional Automation
- Campus Network & Infrastructure Management
- Cybersecurity & Data Protection
- Cloud Computing & Server Administration
- Academic Administration & Process Optimization
- NAAC / IQAC Compliance Management
- IT Policy Development & Implementation
- Vendor Management & Procurement Coordination
- Data Analytics & Institutional Reporting
- Team Leadership & Stakeholder Coordination
- Disaster Recovery & Backup Solutions
- Business Continuity Planning
- Technology Training & User Support

PROFESSIONAL EXPERIENCE

IT Admin & IQAC Senior Coordinator | Bareilly International University | April 2025 – Present

- Managing university-wide IT operations, ERP systems, and digital platforms across 13 constituent colleges.
- Leading strategic digital transformation initiatives focused on academic and administrative automation.
- Overseeing implementation and management of ERP modules including admissions, examinations, HR, finance, student lifecycle, and faculty management.
- Administering university IT infrastructure including servers, campus networks, storage systems, internet connectivity, and institutional databases.
- Monitoring cybersecurity standards, backup management, disaster recovery procedures, and system access controls.
- Coordinating NAAC and IQAC data systems, accreditation documentation, institutional reporting, and compliance monitoring.
- Collaborating with university leadership to align IT strategy with institutional objectives and long-term growth plans.
- Managing IT procurement, vendor negotiations, software licensing, and annual maintenance contracts.
- Providing technical leadership and guidance to IT support teams, academic departments, and administrative units.
- Implementing digital workflows and paperless operational systems to improve efficiency and reduce processing time.
- Supporting decision-making through MIS dashboards, data analytics, and performance reporting systems.

Senior Business & Operations Manager | Cross Section Interactive | Sep 2024

- Managed business operations, reporting systems, and performance monitoring frameworks.
- Developed operational dashboards and automated MIS reporting processes.
- Coordinated cross-functional teams to improve workflow efficiency and operational productivity.
- Handled data analysis and process optimization initiatives for business growth.

Senior Business & Operations Manager | eCommStreet | Nov 2023 – Aug 2024

- Managed operational reporting systems, CRM platforms, and customer engagement workflows.
- Implemented process improvements and reporting automation initiatives.
- Coordinated operational teams and ensured efficient workflow management.
- Supported leadership through data-driven reporting and performance analytics.

Business & Operations Manager | Avantika Innovations | 2021 – Oct 2023

- Led operations management activities and workflow improvement initiatives.
- Managed reporting systems and process coordination activities.
- Implemented digital workflow solutions to enhance organizational efficiency.
- Supported business planning and operational execution processes.

System Analyst & IT Roles | 2011 – 2020

- Implemented software systems, technical support frameworks, and IT documentation processes.
- Provided infrastructure support, troubleshooting, and end-user assistance.
- Conducted training sessions for users on software systems and IT applications.
- Supported database administration, reporting tools, and operational systems.

ACADEMIC & TEACHING EXPERIENCE

Lecturer – Mathematics & Science | 2002 – 2007

- Delivered lectures in Mathematics and Science subjects at undergraduate level.
- Prepared lesson plans, assessments, examinations, and student evaluation reports.
- Provided mentoring and academic support to students.
- Participated in academic planning and curriculum coordination activities.

KEY ACHIEVEMENTS & LEADERSHIP CONTRIBUTIONS

- Successfully managing IT and ERP operations for a multi-campus university environment.
- Contributed to institutional digital transformation and automation initiatives.
- Supported accreditation and compliance processes through effective data management systems.
- Improved operational efficiency through workflow automation and centralized reporting systems.
- Demonstrated capability in aligning technology solutions with academic and administrative goals.
- Led stakeholder coordination efforts involving academic departments, management, vendors, and support teams.

EDUCATION

- Master of Computer Applications (MCA) – Ideal Institute of Technology (2007–2010)
- Master of Arts (Mathematics) – MJPR University
- Bachelor of Science (BSc) – MJPR University

TECHNICAL SKILLS

- University ERP / HRMS / MIS Platforms
- Windows Server Administration
- Network & Infrastructure Management
- Cloud Storage & Backup Solutions
- Database Administration & Reporting Tools
- MS Office Suite & Advanced Excel
- Cybersecurity & Access Control Systems
- Data Analytics & Dashboard Reporting
- IT Support & Helpdesk Coordination

ALIGNMENT WITH DIRECTOR – IT ROLE

- Extensive experience in managing university-wide IT operations and digital infrastructure.
- Strong understanding of academic administration, institutional governance, and higher education compliance requirements.
- Proven expertise in ERP implementation, process automation, and institutional digital transformation.
- Capability to lead large-scale IT teams, vendors, and multi-department technology initiatives.
- Experience in policy implementation, cybersecurity management, and IT governance frameworks.
- Strong communication and coordination skills with university management, faculty, and administrative stakeholders.
- Ability to design long-term technology strategies aligned with institutional objectives and growth plans.

PERSONAL DETAILS

Name: Amardeep Sharma

Location: Ghaziabad, Uttar Pradesh, India

Languages Known: Hindi, English

Nationality: Indian