
Professional Summary

SERVICE DELIVERY MANAGEMENT | IT OPERATIONS | PROGRAM/PROJECT & GOVERNANCE | ACCOUNT MANAGEMENT | TRANSITION & TRANSFORMATION MANAGEMENT | | RISK & COMPLIANCE |

A competent IT professional with nearly 14+ years of experience in managing large/complex IT projects with Program management & Governance, Agile Project Consulting, EUC, Vendor management, Traditional DC Migrations

- A highly motivated and self-driven individual with excellent communication, people management & interpersonal skills with the ability to work collaboratively with people from different disciplines at all levels,
- High level ownership in programme management to deliver the highest standard of customer experience. Strong prioritization skills with an ability to balance customer experience with business priorities.
- Expertise in managing Programs/Projects- Traditional DC Migrations (Windows Migration, AD Domain controller's, Azure AD & AD Connect, SCCM, Intune, MS Teams & Security Components- Antivirus deployments & Tools) IS Telecom Upgrades (Voice, Data, Networks, Access Switches, WAN Upgrades, Software Deployment)
- ITIL, SIAM, SOC, Risk & Compliance, IFC Financial Audits, DQA Audits, Operational Risk management
- Project Management Expertise: Familiarity with methodologies such as Agile, Waterfall, Lean, as well as tools like ProView, MS Project, etc. Highly organized - can prioritize work schedules, manage time effectively. Ready to take additional challenges and can acquire skills updated.
- Expertise Customer in Managing T& M and Managed Services billing Model for Programs

Achievements

- ATOS- Successfully executed Critical Infrastructure Server Migrations under Hosting Service refresh Programs- Received appreciation.
- BNP- Successfully Executed Static IP Removal Project for APAC IT users (Security Domain)- Received appreciation.
- During HCL tenure 4 consecutive yrs. received outstanding Performance award from HCL Leadership Team
- HP-Received Best client award for Excellent performance.
- HP-Received an award of appreciation for best valuable contribution for the process management.

Training & Certifications

- AWS Certified Cloud Practitioner (Foundational)
- Professional Scrum Master™ I (PSM I)
- PRINCE2® Foundation & Practitioner
- ITIL® Foundation Certificate in IT Service Management
- ITILSO ITIL® Service Operation Certificate

Education:

- Master of Computer Application 2008-2011 Distance Education in Bharathidasan University
- Bachelor of Computer Science 2004-2007 The New College, Affiliated to University of Madras, Chennai

Professional Experience Summary

- Atos Global IT Solution and Services Private Limited, Chennai Aug'2022- Till Date
- BNP Paribas India Solutions, Chennai, India- Oct'2020 – Aug'2022
- HCL Technologies-Infrastructure Service Division, Chennai, India. Dec-2013- Oct'2020
- Hewlett Packard, Bangalore, India Jan 2011 – Dec 2013
- TATA CONSULTANCY SERVICES LIMITED, Chennai Mar 2010 – Jan 2011
- HBM Technologies, Chennai Nov 2007 – Feb 2010

Atos Global IT Solution and Services Private Limited, Chennai Aug'2022- Till Date

Role: Lead Project Manager (Infra+ Apps Program & Project Management)

- Professionally responsible for overseeing and leading multiple projects within an organization. Typically involves a mix of strategic planning, team management, stakeholder communication, and ensuring that all projects align with the company's objectives.
- Program Strategy and Planning: Define program goals, scope, and timelines in alignment with business objectives.
- Develop roadmaps and ensure resources are allocated efficiently to meet program milestones
- Serve as the single point of contact for key stakeholders across the organization.
- Provide regular program updates and address any concerns or risks that arise during the execution phase.
- Proactively identify and mitigate potential risks or challenges that could impact the program's success.
- Manage issues, change requests, and help resolve conflicts when they arise.
- Oversee the program budget and resource allocation to ensure projects stay on track financially.
- Ensure programs meet quality standards while maintaining cost-effectiveness.
- Track program performance against key metrics and deliverables.
- Provide regular reports and insights to leadership teams on the status of programs.
- Cross-functional Collaboration Work with various departments (engineering, marketing, operations, etc.) to ensure alignment and successful delivery.
- Program management & Governance (Project schedule development and task delegation based upon project schedule, monitoring of task progress, weekly status reporting, Project escalations, with Project managers/PMO/Onsite managers/Functionals Team/Owners
- Program Level Review Operational Risk Assessment & Mitigation Plan & implemented best practices.
- Adherence ITIL process Adherence & Quality Assurance management.
- Compute Program/Projects: Optimizations, Server upgrades. Decomm, Clarity, Middleware, Citrix, Linux server migrations into new hardware/Clusters – Dell VXRail, Nutanix, Avamar Backup Solutions, VCenter, Migrations
- Project Change Request (resource plan impacts, schedule impacts, budgetary impacts, etc).
- Manage IT staff by recruiting, training, and coaching employees, communicating job expectations, and appraising their performance.
- Expertise in managing Infrastructure Programs/Projects- Traditional DC Migrations (Windows Migration, AD Domain controller's, Azure AD & AD Connect, SCCM, Intune, MS Teams & Security Components- Antivirus deployments & Tools) IS Telecom Upgrades (Voice, Data, WAN Upgrades

BNP Paribas India Solutions, Chennai, India- Oct'2020 – Aug'2022

Role: ITS Infrastructure Production Management (Infra programs+ Project Quality Assurance & Governance Control)

- Responsible for managing relationships between customers, vendors, and account management Team- • Plan, organize, control, and evaluate IT operations.
- Program management & Governance (Project schedule development and task delegation based upon project schedule, monitoring of task progress, weekly status reporting, Project escalations, regular touch base meetings with Project manager/PMO/Onsite managers/Functionals Team/Owners
- Manage IT staff by recruiting, training, and coaching employees, communicating job expectations, and appraising their performance.
- Worked with Global teams to Implement separate India Gateway for PAN India Users
- Transitioned New Vendor for managed Services.
- Design, develop, implement, and coordinate systems, policies, and procedures.
- Ensure security of data, network access and backup systems
- Act in alignment with user needs and system functionality to contribute to organizational policy.
- Identify problematic areas and implement strategic solutions in time.
- Win10 Migration project initiated for PAN India, Hardware refresher projects executive successfully.
- Program Level Review Operational Risk Assessment & Mitigation Plan & implemented best practices.
- Adherence ITIL process Adherence & Quality Assurance management.
- Ensure 0 noncompliance in Risk & Compliance Process Audits reports in response to business needs.
- Create, or support creation of, required reports in response to Global business needs.
- Manage and/or provide guidance to junior members of the team.
- Ensure the integrity and security of enterprise data on host computers and during data transfer in accordance to business needs and industry best-practices regarding privacy, security, and regulatory compliance.
- Analyse system, server, application, network, and input/output device performance.
- Recommend, schedule, and perform software and hardware improvements, upgrades, patches, reconfigurations, and/or purchases.

HCL Technologies-Infrastructure Service Division, Chennai, India Dec-2013- Oct 2020

Role: Transition & Transformation Senior Project Manager/Program Governance

- Responsible for the direction, coordination, implementation, executive, control, and completion of project, while remaining aligned with strategy, commitments, and goals of the organization.
- Evaluated business implications. Developed and managed project plans/timelines. Defined resource requirements and managed projects from initiation to implementation.
- Program management & Governance (Project schedule development and task delegation based upon project schedule, monitoring of task progress, weekly status reporting, Project escalations, regular touch base meetings with Project manager/PMO/Onsite managers/Functionals Team/Owners)
- Expertise in managing Infrastructure Programs/Projects- Traditional DC Migrations (Windows Migration, AD Domain controller's, Azure AD & AD Connect, SCCM, Intune, MS Teams & Security Components- Antivirus deployments & Tools) IS Telecom Upgrades (Voice, Data, WAN Upgrades)
- Ensure good governance for projects and programs, good quality Assurance and timely decision making, and effective resource and pipeline management Program Level Review Operational Risk Assessment & Mitigation Plan & implemented best practices.
- Tracking and reporting Risks, Issues & Dependencies, responding proactively
- Infrastructure Operations Servers/Storage/Networks/database and monitoring overall performance of services.
- Reduced support costs by developing new workflows and support processes.
- Handling Infra Project/applications for operation/project management
- Planning and executing Profit Implementation Plans
- Closely monitored and tracked projects on scope, schedule, budget, resources, and quality.
- Well versed in risk management and issue resolution to be compliance in SOW & MSA expectation.
- Implement program level and project level processes, procedures, performance metrics, and status reporting, and identify improvements.
- Influence and negotiate with senior management and lead large project teams; establish strategic plans and objectives for Infrastructure/Data Center programs or projects.
- Monitoring and assisting the management in the implementation of key initiatives that might improve business processes and customer service delivery.
- Well versed in risk management and issue resolution.

Hewlett Packard, Bangalore, India - Jan 2011 – Dec 2013

Role: Service delivery Lead (Incident, Problem, Change Management)

- Manage small projects related to ITSM delivery improvement.
- Optimize the capability of the IT infrastructure, services and supporting organization to deliver a cost effective and sustained level of service availability that meets business requirements.
- Create, maintain, and follow policies to improve internal Audit for Service management.
- Responsibilities for ensuring Client problems are resolved effectively, with minimum disruption to the Client.
- Establishes policy, procedures, and standards to ensure consistent, high-quality delivery of service management.
- Develops asset and configuration management standards, plans and procedures.
- Co-ordination with upstream providers for internet routing/network congestion related issues
- Responsible for ensuring progression of all incidents/ problems/ change according to specific SLAs.
- Coordination of Major Incident across and ensure the issue is resolved within the time frame.
- Monitoring alert in ticketing tool for severity 1 & 2 incident/ problem for action
- Assist in building and maintaining the configuration management database (CMDB) using Hp Service manager 7 (ITSM tool)
- Represent Service Management for Service Delivery Review Meetings and Monthly Service Review meeting with Client.
- Investigating, recording, and provisioning thematic analysis on failed changes, unauthorized changes and changes resulting in major incidents
- Configures IT technology and executes basic changes while following standard operating procedures and change/release management policies.

TATA CONSULTANCY SERVICES LIMITED, Chennai - Mar 2010 – Jan 2011

Role: Service Management Coordinator

- Identifying and monitoring competitors and researching market conditions and changes in the industry that may affect sales.
- Preparation of various reports and trend analysis to help the management use the information for meaningful decision making.
- Analyse process metrics to identify and recommend improvements, improve productivity and increase client satisfaction.
- Study consumer behaviour and note the changes in consumer's requirements and future expectations.
- Oversee support team's compliance with the Incident Management process.
- Ensures the end-to-end customer experience and provides a single point-of-contact for the customer.
- Maintain close contact and communication channels with the Incident Management SME to ensure high quality service requirements are met.
- Inform decision makers regarding selection and support of process improvements/management and establishment of standards and performance metrics.

HBM Technologies, Chennai - Nov 2007 – Feb 2010

Role: Customer Support Engineer

- Responding to end user through calls and email
- Classification & prioritizing the incidents.
- Routing requests to the appropriate resolver groups when incidents are not resolved during initial support.
- Monitoring the status and keep details of customers, which are used in future to solve complex issues
- Keeping affected customers informed about the progress. Basic Hardware and Software
- Basic Networking skills
- Support users in the use of Computer equipment by providing necessary training and advice.
- Respond to enquiries from clients and help them resolve any hardware or software.
- Update customers with latest promotions and offers as well as lead generation.
- Strive for excellence contributing to business metric goals.

Personal Details

Name: N. SHAMSULHUDA

Date of Birth: 06-10-1986

Permanent Address: # 8 /1, United Colony, 4th Street, Kolathur, Chennai - 99

Nationality: Indian

Linguistic Proficiency: English, Tamil, and Hindi

DATE:
PLACE: CHENNAI

(N. SHAMSULHUDA)