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| **Kumaresh N.**  nkumaresh79@hotmail.com  +91-9945112625  **Photographph** | |
| core24x24icons Core Competencies   |  | | --- | | Operational Excellence | |  | | Strategy Planning & Feasibility Studies | |  | | Cross-Functional Coordination | |  | | Technology Roadmap | |  | | Client Engagements (Business / Stakeholder) | |  | | Transformation Projects | |  | | Dear Sir/ Madam,  A technocrat with16 year of experience in IT Network administration & Security, IT Infrastructure & Service Delivery management, now looking to take up Administration or Management roles in IT, ITES & Non IT industries. Please find resume attached for the suitable position in the organization.  Key Functional Skills   * Customer Relationship Management * People Management and * Project Delivery Management. |
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| Profile Summary   * As a Service delivery consultant, responsible for end to end delivery of mail server migration projects globally. Projects handled o365 migrations, migration of IBM Lotus Notes server to Microsoft Exchange server and migration between one Exchange environments to the other Exchange environment using native tools * Ensuring efficient and effective daily operations * Managed all IT related infrastructures belong to mail server migration team * Ensuring proper implementation of process and policies in rendering services to clients * Oversee and direct the activities of the service delivery team * Responsible for addressing any complaints or inquiries from customers. Promptly work towards providing a solution to the problems * File periodic reports to top management on the performance of the team, customers’ complaints, and suggestions * File report to top management on the progress of any project under his/her supervision * Assist top management in making decisions that will improve service delivery and customer satisfaction * Integrate useful customers’ suggestions into delivery plans and policies * Communicate with all parties involved in the service delivery process – team members, customers, and top management * Ensure efficient and effective management of resources * Develop and maintain relationship with customers for the smooth delivery * Facilitate customer to finalize appropriate migration tool to be adopted so as to meet present and future demands of the business. * Reduced operating budget by automating processes & reducing manual efforts which created a greater value at the corporate level and service level improvements in the business units |
| Description: career24x24icons Career Timeline | |
| **Aug ’01 – Sep ‘04**  **Feb ’05 – Jun ‘06**  **Aug ’06 – Jan ‘07**  **Jan ’07 – Aug ‘10**  **Aug ’10 – June’18** | |
| exp24x24icons Work Experience |  |
| **Aug ’10-June ’18** | **DXC Technology (HP Global Soft Pvt. Ltd.), Bengaluru, as ITO Service Delivery Consultant**  **Key Result Areas:**  **Roles & Responsibility as a Delivery consultant for Microsoft Email Server Migration Team:**   * As a service delivery consultant, responsible for end to end delivery of mail server migration projects globally. Projects handled o365 migrations, Migration of IBM Lotus notes server to Microsoft Exchange server and migration between one Exchange environments to the other Exchange environment using native tools. * Involved in client discussion from day one of new project launch, to understand the client requirements. * Based on the client requirements, getting involved in discussions with Engineering and Implementation teams and coordinate them in infrastructure design and build activity with respect to migration team prospective. * In case clients want to use any third party tools for migration, like (Quest, Binary Tree etc.) Will be getting engaged with those vendors for costing, purchase of license and successful implementation of the tools. Also engage them whenever technical assistance is required * Once infrastructure setup is ready for migration, responsible for performing test migration activity and updating the results to management and clients. * In case of any failure or technical issues during testing phase, will be investigating further to understand the issue. If the issue is related to infrastructure or with respect to migration tool, will involve concern team and coordinate them in fixing the issues. * Work along with project manager in framing the process document * Work along with Project manager for the successful onboarding of migration team members. * Responsible for providing both process and technical trainings for the team members. * During migration phase responsible to address any escalation related to migration activity. * Attending daily customer update call, to discuss on the progress of migration and ongoing issues.   **Highlights:**   * Built relationships with key employees among global customers * Create plans to address clients’ business needs * Scheduling regular meetings with customers to ensure they are satisfied with the delivery * Acted as Single point of contact for any complaints and escalations related to migration team. * Ensure both the company and clients adhere to contract terms * Study competition to find new ways to retain customers * Collaborate with internal teams (e.g. Engineering, operations and senior management) to address customers’ needs * Training team members on the most efficient and effective ways of carrying out their duties * Organize meetings with the members of the service delivery team * Help the human resources department in recruiting the right candidates for the team * Received the HP ITO India Hero Awards for individually managing on a migration project & completing the same before the schedule. Appreciated by the customer.  |  | | --- | |  | |
| **Jan ’07 – Aug ‘10** | **IBM India Pvt. Ltd., Bengaluru, as System Operation Senior Specialist** |
| **Aug ‘06 – Jan ‘07** | **Pursuit Technology, Bengaluru, as Desktop System Engineer** |
| **Feb ’05 – Jun ‘06** | **Pearl Technologies, Bengaluru, as System Administrator** |
| **Aug ’01 – Sep ‘04** | **Karur KCP Packaging Ltd., as Electronics & Instrumentation Supervisor** |
| **Sep ’99 – Jun ‘01** | **Precious Electronics, Location, as Marketing Executive** |
| Technical Skills | **Desktop Administration:** Windows (2000 & XP)  **Server Administration:** Windows (2000 & 2003)  **Mail Serve:** Exchange Server 2003 & 2010  **Mail Client:** Microsoft Outlook (2003)  **Migration Tools:** Quest (QNME & QMM), Binary Tree E2E Complete  **Mobility Management:** Microsoft Intune and Air-watch  **Hardware/Networking:** A+, N+  **Security:** Vulnerability Scans, Health Checks, Risk Assessment, Antivirus Management & Quality Assurance (QA)  **Security tools:** Vulnerability Scanning Tool (McAfee Found Stone, NSA (Network Services Auditor) & IBM Internet Security Systems  **Antivirus Management:** McAfee |
| Certifications | * Microsoft Certified Professional * ITIL Foundation |
| edu24x24icons Education | * BBA from Annamalai University. * Diploma in Electronics & Communication Engineering (DECE) from Ellumalai Polytechnic-Villupuram, Department of Technical Education |
| personaldetails24x24icons Personal Details | **Date of Birth:** 10th April 1979 **Languages Known:** English, Tamil & Malayalam **Address:** No. G3 – Prabhavathi Vasanti Apartment, Krishna Layout, Hulimavu, Bengaluru – 560076, Karnataka  **Passport No.:** E4420702 |

(Refer to Annexure for major projects)

**Since Jan 2007 to Aug 2010-System Operation Senior Specialist at**

**IBM India Private Ltd**

**Projects Worked:**

**Pearson VUE— Identity and Access management project:**

* Nominated as focal for the transition of Pearson View project from IBM US to IBM India.
* Providing technical support in the evaluation, implementation and maintenance of the client information security technologies, standards and processes.
* Round the clock support for the clients offices all around EMEA & Asia pacific managing more than 50 File and Print servers.
* Setting of security permissions as per the customer needs & preventing the files and folders from unauthorized access.
* Maintaining File servers like creation and deletion of shares and assigning access permissions as per the requirement.
* Perform User Access Management –Privileged Access Review as BAU activity and as Pre-security Assessment for on boarding new servers.
* Perform Security Health Check as BAU activity as Pre-security Assessment for on boarding new servers.
* Ensure AV compliance level across the platform.
* Conduct Entitlement review for the platform.

**PMI Identity and Access management project:**

* Providing technical support in the evaluation, implementation and maintenance of the client information security technologies, standards and processes.
* User ID management (Add, Delete and Modify Customer & IBM Support login Ids)
* Setting of permissions and security as per the customer needs, & preventing the files and folders from unauthorized access.
* Maintaining File servers like creation and deletion of shares and

assigning access permissions as per the requirement.

* Creating and initializing user Mail box.
* Creating mail enabled and mailbox enabled users and groups.
* Creating distribution list & public folders.
* Creating security groups.
* Setting on-behalf off permission & send as permissions.
* Modifying E-mail addresses and creating Alias.
* Hiding Mailboxes from gal.
* Deleting mailboxes.

**Vulnerability Scanning Project for EMEA Region:**

* Further in the career started working with Vulnerability assessment team, where I was promoted as the Team focal.
* Lead a team of 6 members for the Vulnerability Assessment.
* Acted as offshore focal for the changeover of Vulnerability management scanner i.e. from McAfee NSA scanner to ISS scanner.
* Focal point for Business controls team audit which happens regularly
* Was responsible for maintaining the VReg database to setup scans for the entire customer devices across EMEA
* Based on the devices registered in the VReg Database, scheduling scans for the devices in the NSA Tool.
* Investigate TCP/IP Vulnerability Scanning Reports on weekly basis for internet facing devices, to ensure they are protected from the external world..
* Prepare Key Performance Indicator Reports based on the Service Level Agreements to show the End customers the level of Security Compliance in their environment.
* Once the issues got resolved by the system administrators, investigate the ticket and validate the artifacts. Schedule an adhoc Scan on that server to verify whether the Vulnerabilities are fixed and proceed with the closure of tickets raised for that vulnerability.

**Technical Health Checking (Domestic Project):**

* Performing Health checks on servers in Windows 2003 Platform and was responsible for maintaining security compliance for the IBM clients in the Domestic area.
* Manually login to servers and fetch out the exact settings agreed by the customer in the agreed Security Policies.
* Fix the gaps identified while performing the Health check by initiating the Change Management Process.
* Make sure that the Servers are compliant as per the agreed standards and would face audits that happen both internally and externally.
* Was facing Business Controls audits which happened and have made sure that all the audits are passed with respect to Security Status Checking.

**Antivirus Management (Domestic Project):**

* Handling Antivirus management project right from the time of transition and was responsible for maintaining the McAfee Antivirus on 200 + Servers in the environment.
* Daily responsibilities include, maintaining a Bench mark of 97% of Dat file updates on all the servers, scheduling updates and regular scans.
* Monitoring the environment through McAfee Epo 3.6 and take corrective actions for Virus Outbreaks in the environment and would advise necessary corrective actions by taking it up to the Vendor.

**Since Aug 2006 to January 2007-Desktop System Engineer at**

**Pursuit Technology**

**Roles and Responsibilities:**

* Managing 1500 desktop’s allotted for domestic accounts
* Managing Active Directory environment like creating Group Policies, users, user profiles and groups
* Maintaining McAfee Antivirus definitions and patches up to date on all Servers and 100 desktops
* Installed and Configured Network Printers
* Setting of permissions and security in File & Print Servers as per the policy and preventing the files and folders from unauthorized access
* Supporting customer application and trouble shooting in case of connectivity issues
* Configuration of outlook Express/Microsoft outlook for users
* Modifying E-mail addresses and creating Alias
* Reconnecting deleted mailbox to the respective Active directory account
* Forwarding mails to other E-mail addresses
* Setting on-behalf off permission & send as permissions
* Configuring mailbox retention and mail retention period
* Transferring and Seizing of FSMO roles
* Configuring Global Catalog Servers
* Backing up ADS & MS Exchange server
* Restoring ADS
* Set upped Windows lab for internal training purpose
* Coordinating with Vendors regarding new purchase of Systems, Printers and other Hardware components

**Since Feb 2005 to June 2006-System Administrator at**

**Pearl Technologies**

**Roles and Responsibilities:**

* Responsible for maintaining 50 desktops
* Migrated all 50 desktops from Windows 2000 Professional to XP
* Configuring Network Resources on XP
* Providing technical assistance in identifying and resolving network problems.
* Assisting desktop users
* Testing network hardware and software to ensure they are operational
* Performing hardware maintenance, and component-level troubleshooting on workstations
* Assembling, de-assembling and up gradation of Systems.
* Diagnostic and troubleshooting of Hardware issues.

**Since Aug 2001 to Sep 2004-Electronics & Instrumentation Supervisor at**

**KARUR K.C.P PACKAGING LTD**

**Roles and Responsibilities:**

* Shift supervisor at Electronic & Instrumentation department in a 24/7 production plant
* Regular Maintenance of electronic, pneumatic, and hydraulic devices
* Preventive maintenance of electronic, pneumatic, and hydraulic devices
* Operating and maintaining PLC drives in shift basis
* Advance scheduling of the major jobs, that to be carried during shut down period
* Maintaining stock inventory of devices in stores. Ensure we have sufficient back up of required materials to support the production plant. Also to ensure we have enough spare materials to be replaced in case of any unexpected failure
* Designing a new solution to solve the frequently occurred problem and that to be avoided in future days.

**Since Sep 1999 to Jun 2001-Marketing Executive at**

**Precious Electronics**

* Responsible for marketing Industrial stabilizer at Government sectors
* Managing and supplying stabilizers to Telephone exchange projects all over Tamilnadu.