Email ▼   Print

T. Sudarsanan   ⭐ Featured

MCP, OCP Principal Infrastructure Engineer seeking roles in Application Support,Delivery Management,Incident Management,Change Management,Risk Management,C,C++,VB,SQL,C#,Python,R,VB Script,Shell Scripting,ASP.NET,Service Now,Crystal Report,AWS

Current Designation: Principal Infrastructure Engineer - Application Support

Current Company: Mphasis Limited

Current Location: Chennai

Pref. Location: Bengaluru / Bangalore,Chennai,Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engnr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Total Experience: 16 Year(s) 0 Month(s)

Notice Period: 3 Months

Highest Degree: M.A [Economics]

Key Skills: Principal Infrastructure Engineer,Tech Support Engineer,Application Support,Delivery Management,Incident Management,Change Management,Risk Management,C,C++,VB,SQL,C#,Python,R,VB Script,Shell Scripting,ASP.NET,Service Now,Crystal Report,AWS

Verified : 📞 Phone Number | Email - id

Last Active: 20-Jan-21   Last Modified: 20-Jan-21

Jump to Section ▸ **Work Experience | Education | IT Skills |**

Summary

Microsoft/ Oracle Certified, IT Professional, offering nearly 15 years' comprehensive experience.
Oversee the daily operations of application support functions around incident, problem, request and change management
Expertise in managing client delivery, internal growth and effective Risk Management controls; proficient in driving programs which improve customer service experience and quality
Management of operational relationship within the defined Operational Delivery Framework
Strong record of success in driving daily IT operations for Global clients.
Impressive success in projects on multi-platform application support, including Enterprise level Infrastructure Tools deployment and support.
Proven ability in identifying & evaluating risk areas across delivery and operational activities and implementing mitigation strategies

Work Experience

🔘 **Mphasis Limited** as Principal Infrastructure Engineer -Application Support
Apr 2013 to Till Date

🔘 **Mphasis Limited** as Principal Infrastructure Engineer -Application Support
Apr 2013 to Apr 2013

Role:
Make recommendations regarding the viability and appropriateness of Operational Delivery Framework/models for large complex applications
Driving end to end management of project provisioning interfaces for clients including requirement gathering, release & planning, defining delivery framework, schedule development, support matrix and resource management; actively involved in handling 3rd level escalations on various aspects of delivered services or projects
Serving as single point of contact for issues related with Integration Framework support services Specialised in Tools and Process capability from customers across the globe (including APAC, EMEA and US) with Primary responsibility for all Workday Modules and integration
Drive root cause analysis to prevent recurrence of incidents
Participates in weekly discussions with the business users to ensure alignment of priorities
Acts as liaison between other program teams including change/release management, incident/problem resolution
Accountable for projects estimation of work effort, timelines, and resource requirements
Responsible for running weekly AMS/APJ reviews
Primary responsibility for managing support especially to AMS/APAC regions for Integration Framework tools during incidents and problem resolution.
Managing 24/7 service for infrastructure & business critical applications and maintaining 100% uptime of IDC services
Providing technical consultancy on ESM Tools Practice including proposal efforts, solution design, system management, tuning & modification of solutions; overseeing maintenance and support of HP/CA suite of tools including fault and performance management infrastructure tools (HP Service Exchange/Core integration Services with

including fault and performance management infrastructure tools (AF Service Exchange Core Integration Services with Near Real time, Request Reply Synchronous mode exchange, Batch Processing, SSH based File transfer mechanism & eHealth monitoring which includes creation of automated monitoring solutions for the Integration Framework tools. Ensuring process compliance as per ITIL and company defined guidelines and developing measures for process improvement; accountable for audits, compliances, documentation and evidence management.

* Oversee the daily operations of application support functions around incident, problem and change management. Management of operational relationship within the defined Operational Delivery Framework.

Driving continuous improvements in delivery by implementing service improvement & performance improvement plans

Define and manage resource requirements and allocations, monitor and improve quality, and ensure "best practice" application support services

Work with client departments, and external and internal technology partners in resolving application production issues

Manages issue identification, resolution and escalation when appropriate across support teams

Support the development of Operational Delivery Framework for new applications

Develop staff, maximizing their individual contribution, their professional growth and their ability to function effectively with their colleagues as a team

Identify and verify details of production problems before determining an appropriate resolution, and summarizing critical incidents for submission to senior management

Determine appropriate application support services methodology to suit technology and business criteria

Building awareness and communicating of various compliances and standards in the team received from senior management as per strategies planning and continuous improvement framework.

Respond to changing business priorities and system outages (e.g. Re-plan, re-prioritize, re-allocation of resources etc)

Accomplishments:
Holds the distinction of setting up 40+ application interfaces across global regions (including APAC & AMS (US)), from the stage of inception including design, installation and migration to Support

- **NIIT Ltd** as Assistant Manager -Learning and Development & Operations
Mar 2007 to Apr 2013

Accomplishments:
Devised IT solutions and applications for IT Learning Infrastructure improvement across entire tamilnadu.

Monitored operational activities of technology systems; evaluated technology and made recommendations to ensure compatibility and effectiveness for Learning and Development of Group Lead's, Technical Leads, Centre Head and other staff and business partners all over tamilnadu.

Played a pivotal role in managing Territory Delivery Support functions; reviewed departmental & client requests for technology Training / Support and made recommendations as appropriate for development and instrumental in implementing the same across region(South)

Formulated Quality Management System for Internal tech Audits and implemented the same with different color segment to position for the technical improvement and business development all over tamilnadu

Drove upgradation & improvement of IT learning infrastructure, involving budgeting, evaluation of various options, negotiation with business partners and implementation of the same.

Led a team size of 100+ professionals operating in 2 different shifts; organized technical trainings for new Staff recruits and other activities to help promote the Learning activities and business improvement of associated business partners.

- **Merit India Division of Esquire Systems** as Corporate Trainer
Jul 2006 to Mar 2007

Project Executed: JTO batch of Scope International, Esquire Corporate batch for Oracle administration

Education

UG: **B.A (Economics)** from **Annamalai University** in **1999**

PG: **M.A (Economics)** from **Annamalai University** in **2001**

IT Skills

Skill Name	Version	Last Used	Experience
DOS, Windows 2000, XP			
C, C++, VB, SQL, C#, Python, R			
VB Script & Shell Scripting			
ASP.NET			
MS ACCESS			
MS SQL Server 2O08 R2 2016			
Oracle 9i ,10g			
Service now			
Crystal Report			
AWS			
BizTalk Server 2010 and 2016			

Languages Known

Language	Proficiency	Read	Write	Speak
English				

Hindi
Tamil

Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time