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Antony Francis Ruben [➕ premium] [⭐ Featured] [📝]

ITIL V3, MCSA Delivery Manager seeking roles in Software Asset Management,Process Management,Configuration Management,Incident Management,Technical Documentation,Infrastructure Maintenance,Service Delivery Management,Operations Management

Current Designation: Delivery Manager -IT

Current Company: Cognizant Technology Solutions

Current Location: Chennai

Pref. Location: Bengaluru / Bangalore,Chennai,Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Project Mgr-IT/Software

Industry: IT-Software/Software Services

Marital Status: Married

Total Experience: 14 Year(s) 0 Month(s)

Notice Period: 2 Months

Highest Degree: MS/M.Sc(Science) [computer science and information technology]

Key Skills: Delivery Manager,Project Manager-IT/Software,Asset Management,Process Management,Configuration Management,Incident Management,Technical Documentation,Infrastructure Maintenance,Service Delivery Management,Operations Management

Verified : 📞 **Phone Number | Email - id**

Last Active: **Jan-Mar 2021**   Last Modified: **Jan-Mar 2021**

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Summary

Possess over 14 years of IT industry experience, which involved Configuration Management, Software Asset Management, Process Management, Knowledge Management, Incident Management, preparation of Run Books & User guides, On-line help, Technical documentation, Proposals, etc.,. Majority of my experience has been mainly in Infrastructure Maintenance projects that involved a high level of interactions with various Tracks and SMEs. I would like to explore opportunities in the below fields.
Software Asset and Configuration Management.
Infrastructure Service Delivery Management.
Building / Maintenance / Migration of Cloud Infrastructure & Applications.

Work Experience

⬤ **Cognizant Technology Solutions** as Delivery Manager -IT
Jan 2015 to Till Date

Roles & Responsibilities
Implemented CMDB Improvement plan to bring the current CMDB to match Industry Standards and Governance Process & Change Policies to keep the CMDB up-to-date. Implemented Industry best practices to build and maintain CMDB.
Defined the process of Software Asset Management to Track Software License of EUC Device Licenses to report the status for compliance and availability Tracking.
Implemented ITOM (Operations Management / Service Tracking) to Track the Impacted Service during outages and to plan Changes in the environment.
Automated the Change and CMDB Task workflow to make sure that all the required changes updated in CMDB with minimal manual intervention.
Planning and Implementation of Auto-Discovery and Relationship building between CIs in ServiceNow.
Standardized the periodic Audit Process to make the Audit Process convenient to the Technical Team Members and visibility to the Management to identify the gap and perform post audit remediation plans.
Standardized the Weekly Report for Auto-Discovery Changes (Authorized / Unauthorized), CMDB CTASKs, and Changes requires CMDB Updates.
Conducted periodic trainings to the Technical / Management Team members to utilize the benefits of CMDB in the ITSM Tool.

⬤ **HCL Technologies** as Associate Project Manager
Mar 2009 to Jan 2015

Clients :   Multiple Clients (Shared Services)
Role   :   ITSM Cross Functional Manager
Period : Nov 11 - Jan 15

Roles & Responsibilities:

Configuration Management: Responsible to Implement CMDB for multiple Shared Services Clients. Prepared Project Implementation Plan, Co-ordination with Customer and Technical Tracks, Data Discover & Validation, until UAT.
Process and Audit: Implemented Documentation best practices, Documentation Process & Life cycle and Standardized the audit frequency and Audit Process.
Knowledge Management: Prepared the Project Plan & Process. End-to-End implementation of KM Module for multiple customers in Ticketing Tool. Conducted multiple demonstration sessions to the resources to use KM module effectively.
Standardization & Documentation: Standardized the Run Books and SOPs received from various teams in Shared Services. Prepared Run Books, SOPs, DR plan, and Process Diagrams for all teams in Shared Services.
Document Management Systems: Manage and Maintaining the Shared Services Document Management systems (Site) & Server - Document Portal. By means of Design, Site Creation and Repository Management, Uploading, Version Control and elimination of duplicate documents.
User Access Management - Online Site & Shared Repository. Facilitates with access rights depends upon the User Level and requirements including ensure access rights to entire Shared Services Resources.
Incident management: Handled the four member's team to drive and handle the Incident Process during major Incidents.

- **Covansys A CSC Company** as Technical Writer
Apr 2008 to Feb 2009

Roles & Responsibilities:
Standardized the Technical documents for the PDOCS Standards (As per client's document standard).

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Education

UG: **B.Sc (Computer Science)** from **St. Xavier College,MS University** in **2003**

PG: **MS/M.Sc(Science) (computer science and information technology)** from **anja college, sivakasi** in **2005**

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IT Skills

Skill Name	Version	Last Used	Experience
ServiceNow			

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Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✔	✔	✔

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Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

US Work Status: Need H1 Visa

Countries: India

Job Type: Permanent

Employment Status: Full time

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