



KARTHIC REDDY VELKOR

Certified ITIL V3, PMP, Senior Program Manager seeking roles in IT Infrastructure Management, IT Project Management, Risk Management, Audit Management, Compliance Management, Process Improvement, Stakeholder Management, Debugging, VMware, Hyper-V.

Current Designation: Senior Program Manager	Total Experience: 13 Year(s) 0 Month(s)
Current Company: CtrlS Data Centers Ltd.	Notice Period: 2 Months
Current Location: Hyderabad / Secunderabad	Highest Degree: MS/MSc(Science) [Computers]
Pref. Location: Cochin, Hyderabad, Pune	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Project Mgr-IT/Software	
Industry: IT-Software/Software Services	
Marital Status: Married	
Key Skills: Senior Program Manager, Project Manager-IT/Software, IT Infrastructure Management, IT Project Management, Risk Management, Audit Management, Compliance Management, Process Improvement, Stakeholder Management, VMware, Hyper-V, Certified ITIL V3, Certified PMP.	
Verified : Phone Number Email - id	

Last Active: 19-Jan-21

Last Modified: 19-Jan-21

Jump to Section [Work Experience](#) | [Education](#) | [IT Skills](#) |

Summary

Rich experience in analysing risks, ensuring compliance to IT standards to support organizational objectives; competent in analyzing ecosystems to identify risks pertaining to IT operations, business continuity readiness & process flaws. Success in establishing Policies & Strategies to maintain a balance between broader objectives of organization infrastructure program; monitoring integration of devices, creation of correlation rules/ alerts, reports/ dashboards, escalation/ management of incidents through concerned departments. Understanding the technical requirements of enterprise customers and working closely with the internal development teams to guide the direction of our solution for our enterprise customer eco-system. Worked on several projects gathering experience across designing & developing applications; testing & debugging code; designing interfaces

Work Experience

■ **CtrlS Data Centers Ltd.** as Senior Program Manager
Nov 2015 to Till Date

Growth Path:

Nov'15- Dec'18 as Program Manager

Since Dec'18 as Senior Program Manager

Key Result Areas:

- ? Managing end-to-end of projects from the stage of initiation till monitoring & control and closure including planning, estimation & scheduling, updating information to all stakeholders, integrating change control, controlling base lines, planning risk responses and contingency planning
- ? Implementing project plans within preset budgets and deadlines; monitoring and reporting on project progress
- ? Monitoring project progress & outstanding issues and ensuring the quality & timeliness of the deliverables; preparing monthly dashboard, project health check metrics and weekly & fortnightly status reports as well as extending post-implementation support to team members by identifying defects, inconsistencies & errors
- ? Analyzing user requirements to identify trends & resolve performance issues; preparing proposals, delivering business presentations to clients and controlling resource planning, effort estimation & risk management
- ? Interfacing with clients to gather business requirements; conducting system analysis and finalizing technical / functional specifications & high level design documents for the project
- ? Spearheading measures to re-design processes; conducting risk assessments for major initiatives like network Setup, asset management and other IT Infrastructure Solutions
- ? Recruiting new team members and monitoring their performance for maintaining excellence in operations; training the staff on the new systems implemented to enhance their operational efficiency leading to increased productivity
- ? Improving compliance and managing & mitigating risks in coordination with other departments
- ? Recommending actions, reviewing plans and monitoring progress of remedial actions to mitigate cybersecurity risks
- ? Identifying gaps/risks, implementing continuous improvement programs and developing procedures to improve quality & efficiency of the overall operations by implementing best practices
- ? Conducting IT Infrastructure & Network Security Vulnerability Assessment to identify, evaluate & mitigate security



Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

risks

- ? Attending and preparing presentations for quarterly Board Meetings and Budget & Strategic Meetings in order to present the overall risks at the enterprise level across various domains
- ? Dealing with cross-functional site infrastructure projects in a matrix organization covering a range of areas (data center, network, hardware systems, software engineering, production engineering, site reliability operations, and capacity engineering)
- ? Directing Management oversight for a team of 3 Program Managers
- ? Developing partnerships with teams during analysis, design, development, testing, implementation, and post implementation phases
- ? Working with business and customer stakeholders to define product objectives and requirements
- ? Developing, maintaining, and distributing (as appropriate) standard project management deliverables for the successful launch of new projects and services, including: implementation plan, project schedule, project budget and variances, issues & action items log, meeting minutes, risks assessment and contingencies
- ? Monitoring vendor selection process (including RFPs and Pricing) and managing against deliverables (including SOWs, change management, approval of deliverables)

Highlights:

- ? Defined processes and tools best suited to each project, adopted agile and waterfall approaches depending on project specifics and client goals, created detailed project road maps, plans, schedules and work breakdown structures
- ? Conferred with Super Star Award in 2018 in recognition of outstanding project results from my client from BFSI segment

■ **Global Outlook** as Team Lead- IT Operations
Sep 2010 to Jan 2015

Growth Path:

Sep'10- Nov'11 as Support Engineer
Nov'11- Sep'13 as Senior System Analyst
Oct'13- Jan'15 as Team Lead- IT Operations

Highlights:

- * Spearheaded a team of 7 Support Engineers, and ensured that the services to be delivered as per the SLA's
- * Mentored a team of 3 Pre-sales and provided technical solutions to the sales team
- * Analyzed the tickets managed by the agents and assisted them in cleaning the resolutions
- * Provided assistance to L1 Support Engineers as regarding the technical queries related to Exchange, Lync & SharePoint 2010
- * Ensured Seamless migration plans & executed migration process to customers from different platforms like Linux, On-premise Exchange & Hybrid Solutions
- * Managed the migration of 110 Companies on Exchange 2007 to Exchange 2010 spread across US, Europe & Middle East locations

■ **Mphasis** as Sr. Technical Support Officer
Dec 2009 to May 2010

Highlights:

- * Performed quality checks on the incident logged
- * Assisted in troubleshooting user problems relating to Operating System issues and hardware issues.
- * Communicated the the process related updates to all the team members and ensured the team follows the same

[^ Back to Top](#)

Education

UG: **B.Sc (electronics and computer science)** from **Osmania University, Hyderabad** in **2004**

PG: **MS/M.Sc(Science) (Computers)** from **Sikkim Manipal University, Hyderabad** in **2010**

[^ Back to Top](#)

IT Skills

Skill Name	Version	Last Used	Experience
ITIL			
VMWARE, Hyper V			
Networking			
Agile, SCRUM			

[^ Back to Top](#)

Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Telugu				

[^ Back to Top](#)

Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time

Careers - About Us - Clients - Terms & Conditions - FAQs - Contact Us - Report a Problem - Site Map - Resources
Our Partners: Jeevansathi Matrimonials - ICICIcommunities.org - 99acres - Real Estate In India
All rights reserved © 2021 Info Edge India Ltd.

Careers - About Us - Clients - Terms & Conditions - FAQs - Contact Us - Report a Problem - Site Map - Resources
Our Partners: Jeevansathi Matrimonials - ICICIcommunities.org - 99acres - Real Estate In India
All rights reserved © 2021 Info Edge India Ltd.