



Kiran Kumar SM



Manager IT seeking role in Oracle Database, Data Warehousing, Service Delivery, Project Management, Data Migration, Application Management, Client Relationship Management, Backup Management, IT Operations, Shell Scripting, Java, C, MS SQL, Solaris, Oracle

Current Designation: IT Manager

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

Current Company: General Atronics

Notice Period: 15 Days or less

Current Location: Bengaluru / Bangalore

Highest Degree:

Pref. Location: Bengaluru / Bangalore, Delhi / NCR, Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Product Mgr

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Manager IT, Product Manager, Oracle Database, Data Warehousing, Service Delivery, Project Management, Data Migration, Application Management, Client Relationship Management, Backup Management, IT Operations, Shell Scripting, Java, C, MS SQL, Solaris, Oracle

Verified : Phone Number | Email - id

Last Active: Jan-Mar 2021

Last Modified: Jan-Mar 2021

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Summary

IT Manager with 16 years of experience in IT Operations, majorly in Oracle Database, Database Warehousing and BI Hyperion Operations. Analysing process governance and ensuring best practice across the IT Service Management Portfolio; initiating cross-functional coordination with multiple teams to ensure smooth service flow. Managed the Oracle DB Datacentre Operations and provided RTS Support for Hyperion Healthcare Team. Successfully attained a savings figure of \$250k for 3 years with GE Healthcare by in-sourcing and cost cutting on operational deliverables. Received the Capital CIO Award in 2013 for Hyperion Migration from Hyperion V9 to V11 across Asia pole and Project Hyperion Asia within the timelines and boosted customer satisfaction scores. Spearheaded operations pertaining to Incident, Change, Problem and Escalation Management.

Work Experience

General Atronics as IT Manager
May 2010 to Till Date

GE Capital as Manager IT-GE Healthcare
May 2009 to Jan 2019

Growth Path

May'10 - Sep'15 Manager IT - GE Capital

Sep'15 - Jan'19 Manager IT - GE Healthcare

Key Result Areas:

Worked as a part of in-sourcing to GE and established the team from scratch for Oracle DBA and Hyperion teams. Assisted in Hyperion suite of products including ESSBASE, PLANNING, TERRADATA, INFORMATICA, HFM, FDM, DRIM. Collaborated with senior IT leadership for setting the service delivery expectations from the vendors and business. Drove activities of upgrading, patching, RCA, ASM Implementation, Security Setup, Cross-platform Migration, RMAN and recovery; maintained applications like Adpatch, Adadmin & Adctrl. Coordinated with the Service Managers, Project Leads and Project Managers for tracking the team skills and knowledge for delivering support in Incident, Problem, Service Request, Change, Access and Configuration Management for systems and applications across GE Healthcare. Managed the upgradation of Oracle 11i/R12 Applications, Cloning & Patching middle tier and DB Tier; conducted data monitoring using Oracle Application Manager, TOAD, OEM and HP Open View. Rendered technical assistance for ORACLE DB version 12c/11i for GE operational activities.



Important

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Initiated the ITIL Service Support including Incident, Problem, Change, Release, Configuration Management and Service Desk Operations
 Tracked and adhered to all internal and external regulations relating to delivery of Technical Services; assisted in managing the end-to-end lifecycle and data management operations for all applications
 Mapped the compliances and ensured adherence to the same as per the organizational policies; assisted in DR, Minor Enhancements and Cross-functional Technologies Support
 Conducted detailed analysis of Tickets and preparations of metrics for continuous process improvements
 Confirm:
 Assisted in planning, establishing and delivering a team of over 60 professionals for GE Capital - Hyperion Operations
 Managed the object level permissions for security maintenance and organization's in-house database and tuning
 Drove end-to-end project management activities inclusive of planning, effort, design, scope, estimation, resource coordination and delivery as per specified timeframes
 Mapped client requirements by participating in meetings and studying existing system review
 Navigated analysis, design, development, maintenance, testing and implementation based operations
 Provided effective and consistent technical support and researching technical solutions; addressed performance bottlenecks and ensured maximum uptime for equipment
 Resolved escalated issues with vendors to ensure the smooth functioning of systems; conducted systems diagnostics, troubleshooting, analysing equipment performance and ascertaining reasons for bottlenecks

• **Oracle Financial Services Corporation** as Consultant
 Apr 2008 to May 2010
 Highlights:
 Rendered assistance in Oracle DB support activities for versions ORACLE DB 10g and maintenance of Deutsche Bank Project; drafted a comprehensive Disaster Recovery Plan for the Oracle Databases
 Managed over 10 Oracle Database totalling 5000 GB, both OLTP and data warehouse
 Coordinated with customers and Infrastructure Team to ensure strong ties, resulted in collaboration and working together to effectively use IT for business
 Assisted in managing the Database Administrators for multiple infrastructure projects improving service level agreements by reducing time to deliver IT solutions to business
 Participated in hiring decisions and conducted interviews with HR to retain and acquire best talent for the organization

• **Symphony Services** as Associate Technical Consultant
 Feb 2007 to Mar 2008

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Education

UG: **B.Sc (Electronics)** from **Vijaya College, affiliated to Bangalore University** in **1998**
 PG: **from Bangalore University** in **0**

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IT Skills

Skill Name	Version	Last Used	Experience
Java, C			
Unix scripting			
Sql/PL-Sql			
MCSE			
ORACLE DBA			
HYPERION ESSBASE			
PLANNING			
HFM			
FDM			
DRM			
AIX 4.3.3/5L			
RHEL AS/ES			
Solaris 10			
OEL 5.0/6.0			
Windows, Oracle, MS SQL			
Oracle 11i			
Oracle Enterprise Manager/Grid			
VERITAS			
Netbackup 5.1			
Toad 8.6			
Oracle Application Manager			

TKPROF,Shell Scripting

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Languages Known

Language	Proficiency	Read	Write	Speak
Hindi				
English				
Telugu				
Kannada				

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Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**

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