Vedhanarayanan S

8xAWS|1xAzure | CCNA|ITIL

SKILLS

Global IT Operations

NOC Management

Tech Infrastructure Management

Major Incident Management

Command Center Operations

Vendor Management

Automation

Stakeholder Partnership

Customer Support / Experience

Infrastructure Risk Management

AWS Cloud

CERTIFICATIONS

AWS Certified Cloud Practitioner

AWS Certified Solutions Architect – Associate

AWS Certified Developer - Associate

AWS Certified SysOps Administrator - Associate

AWS Certified Advanced Networking – Specialty

AWS Certified Solutions Architect – Professional

AWS Certified Devops Engineer – Professional

AWS Certified Data Analytics – Speciality

Microsoft Azure Fundamentals

CCNA - R&S

ITIL V3 Foundation

SUMMARY

- Decisive, Strategic and Performance-driven manager with valuable experience in Infrastructure management, Command Center Operations, Client service delivery, Network & telecom Support.
- Proven track record in leading global operations, business strategy, IT Automation initiatives, performance excellence, internal Risk & controls, service delivery, sourcing transformation initiatives, etc. to drive corporate profitability and growth.
- Currently associated with Societe Generale as Function Head – Global Network Operations Center managing networks operations for the bank globally.
- Demonstrated repeat success in driving the change / transformation, SRE initiatives/projects. Business process reengineering, continuous improvement strategies, and cost optimization for attaining the corporate goals.
- Sharp analytical skills, high resilience, and tenacity to turn adversities into great opportunities for the team and business.
- Trusted in crisis - often called upon to bring initiatives and projects back to track; deployed automation solutions, practices and new tools to improve business operations

EXPERIENCE

FUNCTION HEAD – GLOBAL NETWORK OPERATIONS CENTER

Societe Generale Global Solutions Center, *Bangalore, Karnataka / May 2022 - Present*

- Hold accountability for managing a team of highly spirited managers / engineers ensuring network uptime for the bank.
- Driving Technology modernization, Automation and Innovation for the GNOC
- Responsibilities include developing and maintaining a long-term strategy for technology operations services, leading Automation COE across the network practice
- Benchmarked India GSC centers across the globe towards establishing a location strategy
- Formulated and implemented a digital index for the ops function which was used as a baseline for the digital transformation effort
- Drive Digital transformation for the bank globally through a series of digital interventions via small automations (macros, scripts etc), RPA, AIOPS & ML space

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EDUCATION

VLB JANAKIAMMAL COLLEGE OF ENGINEERING & TECH
Coimbatore, Tamil Nadu
MBA Marketing & IT Management (Mar 2006)

SRI RAMAKRISHNA ENGINEERING COLLEGE
Coimbatore, Tamil Nadu
B.Sc Computer Technology (May 2004)

- Maximize value delivered through cost arbitrage, productivity improvement & Knowledge arbitrage
- Led Partner Experience Improvement projects resulting in improved NPS to the tune of 32% for the GSC

SYSTEMS OPERATIONS MANAGER (VICE PRESIDENT) – IT SERVICE OPERATIONS

Wells Fargo India & Philippines, Bangalore, Karnataka / Aug 2016 – May 2022

- Hold accountability for strategic direction, implementation, support and development of Infrastructure Operations (Command Center - Major Incident Management)
- Developed the roadmap for the group with key focus on customer service, technology reliability, compliance and operational excellence
- Run risk assessments on all technology systems, projects and vendors across the division
- Defined framework for various KPI's, Dashboard, Playbooks, Weighted Score Cards, Technology Evaluation.
- Supervise recruitment, development, retention and organization of team members in accordance with corporate budgetary objectives and personnel policies
- Leading critical initiatives like automation, operational efficiencies.
- Delivers effective metrics-bases performance management
- Maximize value delivered through productivity improvement and knowledge arbitrage
- Senior stakeholder management with business leaders in US markets, leading monthly and quarterly review forums and maintaining balance score card
- Ensure compliance and standards with company and organizational policies and procedures.
- Responsible for managing PSAT, NPS, Team member survey and creating an ecosystem to maintain and improve performance.

OPERATIONS MANAGER

Vodafone Global Services Pvt Limited, Bangalore, Karnataka / Oct 2012 - Jul 2016

- Dedicated Services, managing Network and telephony operations for some of the key / critical customers
- Managed setup and go live of a new delivery center for one of the leading tour operator in UK with over GBP 30 Million worth of transactions handled by the network every day
- Reduced SLA credit pay by 40% (GBP 240,000) through SIP targeting internal teams and vendors (over 1 year)
- Managed a first line team (direct) and Level2 and Level3 teams (indirectly) responsible for network upkeep,

management and maintenance of WAN, LAN, Firewall and Voice (IPCC) on a 24/7 basis.
- Recruitment, onboarding, learning & development, and performance management for the practice
- Managed supplier and 3rd party relationships, service, and customer improvement plans
- Escalation management : Customer facing team lead: 24x7 availability

SUBJECT MATTER EXPERT - PFO

Vodafone Global Services Pvt Limited, Bangalore, Karnataka / Nov 2007 - Sep 2012
- SME for Order management team
- RCA, Monthly & Weekly reports for the team
- Query Handling & QA - covering 24 customers

PROCESS EXECUTIVE

Infosys BPO Limited, Bangalore, Karnataka / Jan 2006 - Oct 2007
- Worked in order management vertical Handling customer's queries regarding their orders with the client
- Working on the customer's order directly in the database (ERP)