Saravana Kumar Shanmugasundaram

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CAREER OBJECTIVE

A promising and enthusiastic professional having 18+ years of experience in the IT industry, have good understanding in OSS (Fulfillment: Inventory management / Service Activation / Service Management).

PROFESSIONAL SUMMARY

- Around 18+ years of experience in Information technology.
- Experience in working at onshore Client KPN, location Netherlands from Mar 2009 to Aug 2011, Feb 2022 to Jan 2025.
- Worked as a Tech Manager, involved in Analysis, Design, Operations, Development, Testing and delivery of the OSS Application.
- Involved in full Life-Cycle (SDLC) of the project implementation.
- Having exposure on Agile Methodology and Devops.
- Maintaining IT Service Management (Incident Management, Service Management, Change Management and Problem Management).
- Good Domain knowledge on Inventory and Human-Resource Applications.
- Efficient at leading initiatives and establishing a strong client relationship experience of handling different responsibilities in different situation with excellent technical and interpersonal skills
- Expertise in Telecom domains specifically in Inventory Management, Provisioning, Activation and Billing.
- Flexible and passion to adopt any other domain assignments without any boundaries.

CERTIFIED

- Agile Scrum Master
- Azure Fundamentals

RECOGNITION

- Received the "Pat on the Back" award at Tech Mahindra for exceptional project delivery and team leadership.

SKILL SET

Products	: Amdocs Cramer, Zsmart
Languages	: Core Java, PL/SQL, HTML, XML.
OS	: UNIX, MicrosoftWindows.
Databases	: Oracle
Tools	: Toad 9, Oracle SQL Developer, Service-Now, SOAP UI, JIRA, Win SCP, PuTTY.
IDE	: Eclipse.
Version Control Tools	: SVN, GIT.
Middleware	: Weblogic

PROFESSIONAL EXPERIENCE

Tech Mahindra, Bangalore   Jan 2025 – till date
Designation   : Tech Manager
Domain   : Inventory Management
Zsmart Client   : KPN, Netherlands

Tech Mahindra, Netherlands   Mar 2009 – Jan 2025
Designation   : Tech Manager
Domain   : Inventory Management
Zsmart Client   : KPN, Netherlands

Tech Mahindra, India   Nov 2005 – Jan 2009
Designation   : Tech Associate
Domain   : 21 CN-LIMS
Client   : BT, UK

PROJECT DETAILS

Inventory Management (OSS)   (*Mar 2009 - till date*)

KPN is the leading telecommunications and ICT service provider in The Netherlands, offering wire line and wireless telephony, internet and TV to consumers, and end-to-end telecommunications and ICT services to business customers. KPN Corporate Market (previously known as Getronics) offers global IT services and is the Benelux market leader in the area of infrastructure and network related IT solutionS

Responsibilities:
- Working as an Ops lead and Leading the Inventory Operations team for Zsmart.
- Working for Dcap(D+) DevOps, I am actively handling the complete DFS (Dark Fiber Services) operations, which includes managing and resolving resource assignment tickets Aswell
- Worked as a Functional manager for OSS applications (NIMOSS, NIM-C4, BVT, WPS BEA, LVV. etc) and leading the Ops team
- Played a major role in OSS migration (NIMOSS, NIM-C4, BVT to Zsmart).
- Managed RSM, Assurance and provisioning parcel completely as a project manager.
- Proactively communicating and collaborating with external and internal customers to analyze information needs and functional requirements and deliver artifacts as needed.
- Track the incident activities and initiating pro-active measures to avoid any delays and provide regular status updates to the customers
- Supporting team in terms of technical issues in case any, empower them to ready for all
- tough times in project deliveries
- Engaging in multiple initiatives & working with various team to get it accomplished
- Experience in preparing deployment plan for releases, Runbook and change request
- Managing Deployment, Failover activity and Migration work.
- Managing task within team and coordinating with business vendors for assigned day-to-day activity. Attending all meetings & scrum call, for migration activities etc
- Maintaining IT Service Management as per KPI (Incident Management, Service Management, Change Management and Problem Management) using Service Now tool.
- Maintaining JIRA Board (KANBAN) for creating the stories, Tasks and LIO tickets.
- Handled Conflict management - challenges in production & team development
- Involved in Capacity management for resource utilizing in our project.
- Involved in Cost and Estimation for SOW.
- Involved in PMR, PHR, Metrics, Drills and Security Audits.

Logical Inventory Management System (OSS)   (*Feb 2008 - Jan 2009*)
LIMS - The logical inventory management system is a key system for BT and is vital to the successful operation of the 'lead-to-cash, 'trouble-to-repair' and 'concept-to-market' E2E processes for any services delivered over the Wholesale network.LIMS provides a simplified view of BT network inventory, deployed and planned, as well as an understanding of how that inventory is utilized across multiple services

Responsibilities:
- Worked in Logical inventory system for BT.
- Providing inventory, deploying, planning and understanding across multiple services.
- Application Cramer6 stabilization along with providing an incident free status.
- Proactively Monitoring the applications and highlighting the issue to customers.
- Managing task within team and coordinating with client for assigned day-to-day Activity.
- Supporting the team in terms of technical issues in case any, empower them to ready for all tough times in project deliveries.
- Engaging in multiple initiatives & working with various team to get it accomplished.

System Manager – Alcatel-Lucen   (*Feb 2007 – Jan 2008*)
This project involved the end-to-end development and enhancement of the System Manager platform for Alcatel-Lucent. The primary focus was on aligning the application with Alcatel's branding standards, improving user experience through intuitive GUI design, and ensuring system robustness through rigorous testing and change management.

Responsibilities:
- To develop Alcatel Branding and designing of GUI screens
- Fixing of CR's
- Utilizations of JAVA, SWINGS, XML for enhancing the frame work
- Testing the GUI frame work for Alcatel Lucent
- Fixed CR's within the expected time
- On-Time delivery

Network Management System – Configuration Management Using AdventNet   (*Nov 2005 – Feb 2007*)
Developed a configuration management module within a Network Management System using the AdventNet SNMP toolset, enabling efficient configuration and monitoring of network devices through standardized MIBs and a Java-based framework.

Responsibilities:
- Did study on configuration management using Advent Net tool
- Used RFC1213 MIB for configuring the devices
- Used Advent Net tool to build the framework with the help of Java.

ACADEMIC QUALIFICATION

Master of Computer Applications (MCA)   Jun 2001 – Jun 2004
Madurai Kamaraj University, Tamil Nadu, India

Bachelor of Science in Computer Science (B.Sc.)   Jun 1998 -- Jun 2001
The American College, Tamil Nadu, India

STRENGTHS

- Always keen in learning new technologies and frameworks
- Highly passionate about every assignment
- Positive thinker and quick learner

PERSONAL PROFILE

Name	**:** Saravana Kumar Shanmugasundaram
Date of Birth	**:** 07 March, 1979
Interests	**:** Travel
Current Address	: Plot 15, Elites SBS Avenue, 2nd Street, Hosur- 635126
Passport	: U6779923 [Valid till 26th Jan,2030]