Saravana Kumar Shanmugasundaram
Tech Manager

Email: sara.kuma731979@gmail.com
Location: BENGALURU
Mobile: +91- 9886624441

CAREER OBJECTIVE

A promising and enthusiastic professional having 18+ years of experience in 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 BACK**" award in **Tech Mahindra**.

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

Current Employer: (Mar 2009 – 18th Jan 2025)

Tech Mahindra, Netherlands
Designation : Tech Manager
Domain : Inventory Management - Zsmart
Client : KPN, Netherlands

Current Employer: (19th Jan 2025 – till date)
Tech Mahindra, Bangalore
Designation : Tech Manager
Domain : Inventory Management - Zsmart
Client : KPN, Netherlands

PROJECT DETAILS

Inventory Management (OSS)

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:

1. Working as an **Ops lead** and Leading the **Inventory Operations** team for Zsmart.
2. 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
3. Worked as a **Functional manager** for OSS applications (NIMOSS, NIM-C4, BVT, WPS BEA, LVV. etc) and leading the Ops team
4. Played a major role in OSS migration (NIMOSS, NIM-C4, BVT to Zsmart).
5. Managed **RSM**, **Assurance** and **provisioning** parcel completely as a project manager.

6. Proactively communicating and **collaborating** with external and internal customers to analyze information needs and functional requirements and deliver artifacts as needed.

7. Track the incident activities and initiating pro-active measures to avoid any delays and provide regular status updates to the customers

8. Supporting team in terms of **technical issues** in case any, empower them to ready for all tough times in project deliveries

9. Engaging in multiple initiatives & working with various team to get it accomplished

10. Experience in preparing deployment plan for releases, Runbook and change request

11. Managing **Deployment, Failover** activity and **Migration** work.

12. Managing task within team and coordinating with business vendors for assigned day-to-day activity. Attending all meetings & scrum call, for migration activities etc

13. Maintaining **IT Service Management** as per KPI (**Incident** Management, **Service** Management, **Change** Management and **Problem** Management) using **Service Now** tool.

14. Maintaining JIRA Board (KANBAN) for creating the stories, Tasks and LIO tickets.

15. Handled **Conflict** management - challenges in production & team development

16. Involved in **Capacity** management for resource utilizing in our project.

17. Involved in **Cost** and **Estimation** for SOW.

18. Involved in PMR, PHR, Metrics, Drills and Security Audits.

PROFESSIONAL EXPERIENCE

Employer: (Feb 2008 – Jan 2009)

Tech Mahindra, India
Designation   : Tech Associate
Domain   : 21 CN-LIMS
Client   : BT, UK

PROJECT DETAILS

Logical Inventory Management System (OSS)

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:

1. Worked in **Logical inventory** system for BT.
2. Providing inventory, **deploying**, **planning** and understanding across multiple services.
3. Application Cramer6 stabilization along with providing an incident free status.

4. **Proactively Monitoring** the applications and highlighting the issue to customer.
5. Managing task within team and coordinating with client for assigned day-to-day Activity.
6. Supporting team in terms of **technical issues** in case any, empower them to ready for all tough times in project deliveries.
9. Engaging in multiple initiatives & working with various team to get it accomplished.

PROFESSIONAL EXPERIENCE

Employer: (Feb 2007 – Jan 2008)

Tech Mahindra, India
Designation   : Tech Associate
Domain   : System Manager
Client   : Alcatel Lucent, US

PROJECT DETAILS

System Manager

Responsibilities:

1. To develop **Alcatel Branding** and **designing** of GUI screens
2. Fixing of CR's
3. Utilizations of **JAVA**, **SWINGS**, **XML** for enhancing the frame work
4. Testing the GUI frame work for **Alcatel Lucent**
5. Fixed CR's within the expected time
6. On-Time delivery

PROFESSIONAL EXPERIENCE

Employer: (Nov 2005 – Feb 2007)

Tech Mahindra, India
Designation   : Tech Associate
Domain   :Engineer Trainee
Client   : R&D

PROJECT DETAILS

Network Management System

Responsibilities:

1. Did study on configuration management using **Advent Net tool**
2. Used RFC1213 **MIB** for configuring the devices

3. Used Advent Net tool to build the frame work with the help of Java.

ACADEMIC QUALIFICATION

- **Master of Computer Applications**, Jun 2004, Madurai Kamaraj University, Tamil Nadu. India
- **Bachelor of Science**, 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 S
Dateof Birth	**:** 07 March, 1979
Interests	**:** Travel
Current Address	**:** Plot 15, Elites
	SBS Avenue, 2nd
	Street, Hosur-
	635126
Passport	: U6779923 [Valid till 26th Jan,2030]

DECLARATION

I declare with all sincerity that the information given in this statement is true and correct to best of my knowledge

Place : Bengaluru   [S.Saravanakumar]